

WORK ORDER AGREEMENT (CALIBRATIONS)

Customer:		Work order #:	<i>For Office Use</i>
Contact:		Work order date:	
Phone:		Purchase order #:	
Email:		Required by date:	Routine

Instrument owner's name and address as it is to appear on the calibration certificate(s):	
	Send instrument(s) to: RadPro 35 Greendale Avenue Avonhead Christchurch 8042 Phone: 03-741-1807

Mailing address for sending calibration certificate(s):	Return address for instrument(s):

Instrument make:	Model:	Serial number:	Accessories to be sent:

Scope of work:

Schedule of charges (excl. GST):	Additional information or special instructions:
Calibration fees:	
Return freight:	
Other:	
Total cost:	

On behalf of the Customer:		On behalf of Radiation Protection Services Limited:	
Signature:		Signature:	
Name:		Name:	
Date:		Date:	

All services or products supplied by Radiation Protection Services Limited (hereafter called "RadPro", "us", "we" or "Company"), provided to or for its customers (hereafter called "Customer", "you"), are made under the following terms and conditions. The Company reserves the right to cancel any contract at any time, without cause, by notice in writing to the Customer. These terms and conditions may change at any time without notice:

1. **ACCEPTANCE OF ORDER:** Agreement by the Customer to furnish product, instruments or devices to RadPro for service constitutes a complete acceptance of these Terms and Conditions. This agreement applies to any Work Order, Purchase Order, verbal agreement or any similar contract, written or unwritten, furnished by the Customer to RadPro or any of its agents.
2. **SHIPPING INSTRUCTIONS:** RadPro is not responsible for damage during shipping to or from its facility. The Customer must ensure proper packing of the instruments being sent to RadPro for services. Special care must be taken with heavy instruments, apparatus with odd or protruding shapes, or devices that contain glass or liquid. Always insure your shipments to protect yourself. If any damage is evident during the receipt of customer goods process, we will contact you to discuss the situation and ask for your instructions on how to proceed. The Customer's business name, address, contact number(s) and person(s) to contact must be clearly legible either in the Work Order, Purchase Order or in the shipping documentation. Always clearly indicate the contents and number of instruments (or materials) in each shipment. Shipments with inadequate information may be delayed.
3. **HAZARDOUS MATERIALS:** Instruments that have been exposed to hazardous materials must be thoroughly cleaned prior to shipping to RadPro. MSDS sheets are required for all items sent to RadPro that have come in contact with hazardous materials.
4. **INCOMPLETE ITEMS:** Devices that arrive incomplete, have missing parts or need additional components to be functional, will be delayed or rejected at discretion of RadPro.
5. **POWER SUPPLIES:** Always send your power supply with your instrument(s) if they are externally powered or require external power for an extended period of use. Although we have low voltage laboratory power supplies available for use, we cannot always match the power requirements of all the different meters in existence today. If the meter is powered by batteries, these must have adequate charge remaining. RadPro may elect to replace any batteries of a common disposable type should it deem this to be needed. The cost of any replacement batteries fitted will be billed to the Customer. If the meter is powered directly off the mains supply and it uses a non-standard cable, please remember to send this cable. Your power supplies & accessories will be tagged with your name and returned to you after work is completed. IF A METER HAS NO POWER SUPPLY AND WE CANNOT MATCH THE POWER SUPPLY REQUIREMENTS, THE ORDER WILL BE CANCELLED AND SENT BACK AT YOUR EXPENSE.
6. **CALIBRATION REQUIREMENTS:** Where a Work Order has not been completed, detailed calibration requirements must be specified on your Purchase Order or included with your instrument. This includes the type of service required, any specific data points or function checks and compliance with any specific standards etc. The Customer is responsible for ensuring it orders the required service(s). If you do not supply us with your requirements, RadPro's default service/procedure will be provided based on the instrument type, make or model.
7. **CONFIDENTIALITY:** All service requests, orders etc. made by the Customer to RadPro are considered proprietary information for the purposes specified in the Work or Purchase Order. All information furnished by the Customer to RadPro is considered CONFIDENTIAL.
8. **REPAIRS:** We will advise you if any instruments are found to be in need of repairs and seek your instructions on how you would like us to proceed. The service fees for any repairs you may wish us to make are charged in addition to the calibration fees.
9. **ADJUSTMENTS:** If the Customer's instrument is found to be outside of manufacturer's specifications it will not be adjusted unless this adjustment can be made using a readily accessible "user" feature of the instrument, for example the "zeroing" of an analogue indicator. If an instrument's performance falls outside manufacturer's specifications or is otherwise outside what is considered to be a reasonable tolerance, we will contact you for instructions on how to proceed. Notification of any observed performance issues will be given on the Calibration Certificate.
10. **UNITS OF MEASUREMENT:** Unless requested by the Customer, data recorded on the Calibration Certificate is presented in the most commonly used International Units of measurement that are applicable to the instrument(s).
11. **REPLACEMENT CALIBRATION CERTIFICATES:** RadPro reserves the right to charge for the issuing of replacement Calibration Certificates.
12. **PAYMENTS:** Our payment terms are clearly stated on all our invoices. Our standard term of payment for approved accounts is the 20th of the month following the date of invoice. Your individual terms may be different if established by contract or special agreement. There must be a mutual agreement between our organisations in order for non-standard terms of payment to be acceptable to us. An interest charge of 1.5% per month may be charged to your account for all overdue amounts. This is equal to an annual interest rate of 18% per year.
13. **GUARANTEE:** All services are guaranteed only to the extent of the service performed or the manufacturer's warranty (in the case where RadPro is providing that warranty support). RadPro is not responsible for lost or missing items not identified on the Work Order, the Customer's Purchase Order or packing slip. RadPro is not responsible for instruments left in our facility for over 90 days. No other warranties are expressed or implied. Contact RadPro for instructions on how to proceed if requesting warranty service or to register a formal complaint.
14. **INDEMNITY AGAINST CLAIMS:** The Customer agrees to protect, indemnify, defend and hold harmless the Company, its directors, officers, employees and agents from and against any losses, personal injury (including death) or property damage-claim, suit, action, expense, loss or damage whatsoever, including but not limited to claims, (including exemplary damages), demands, suits, and other liabilities, together with solicitors' fees, and other expenses of litigation or defence which occur, either directly or indirectly, because of: damages to all property including loss of use and downtime: inadvertent misrepresentation; contamination of or adverse effects on the environment, including but not limited to the cost of assessment, remediation and all other related activities, which occur in connection with performance of the work contemplated hereunder, regardless of the Company's fault or negligence.