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## Standard Terms and Conditions

Unless agreed between Absolute Calibration and the Customer, the following terms and conditions will apply to all instruments received by Absolute Calibration. These terms and conditions are subject to change without notice.

### Calibration

Calibration will be carried out traceable to national standards and to manufacturer's specification (where available) and a Calibration Certificate issued supplied with recorded measurement results (or functional checks if no measurements can be taken), uncertainties of measurement and equipment traceability information.

UKAS calibration will be carried out if requested in advance or on customer's paperwork. UKAS calibration costs are in addition to standard calibration costs.

Mains input (PAT) tests will be carried out on appropriate equipment.

### Out of Specification and Adjustment

**Electrical calibration** - adjustment will be carried out using the manufacturer's adjustment procedure or through experience/in-house procedures. If adjustment can be carried out this will be at no extra cost to the calibration charge, unless advised and quoted. If the instrument cannot be adjusted into specification the customer will be notified. If we do not hold an adjustment procedure, or software is required then we will quote for adjustment/rectification by the manufacturer.

**Temperature and humidity** - if a temperature or humidity device is out of specification, we will notify the customer, and if adjustment is possible another calibration will be carried out at an additional 75% of the calibration charge.

**Pressure** - if a pressure device is out of specification, we will notify the customer and if adjustment is possible another calibration will be carried out at an additional 75% of the calibration charge. If adjustment is not required or cannot be carried out and return 'as is' is requested by the customer the instrument will be returned with a full or partial calibration report and the full calibration fee, or a proportion of, will be charged.

**Sub-contract** - depending on the type of instrument and subcontractor there may be additional costs for adjustment and up to a second calibration charge.

## **Subcontract Calibration**

Absolute Calibration reserves the right to subcontract any instrument for calibration to an approved supplier.

## **Failures Before/During/After calibration**

Absolute Calibration will not be held liable for any instruments that are defective on receipt or become defective during calibration, unless by the Company's negligence and nor will it be held liable for instruments that become faulty after calibration and return to the customer.

If an instrument is faulty on receipt or fails calibration and the customer requests the instrument to be returned the full calibration fee, or a proportion of, will be charged.

## **Compliance Statement – UKAS Reports**

Absolute Calibration do not include a statement of compliance (pass/fail) on our UKAS reports, i.e. do not state whether an instrument meets or does not meet its specification taking into account our measurement uncertainty. If a customer does want a statement of compliance this must be agreed in advance, prior to quotation, and the decision rule agreed.

## **Repairs**

Repairs will be undertaken after quotation approval or with pre-approved cost levels. In-house repairs will be warranted for a period of 90 days for the same fault condition for labour and the same part(s). Unrelated faults or spare parts not replaced in the initial repair will be quoted. For old instruments we may not give warranty on repairs – this will be advised at the time of quotation.

Subcontract repairs will have the terms and conditions of the subcontractor imposed which will vary from supplier to supplier

## **Scrappling Instruments**

If a customer requests that Absolute Calibration scrap a unit on their behalf, this will be carried out free of charge, however, the Company reserves the right to take one of the following courses of action:

- (a) Have the unit disposed of or recycled i.a.w WEEE regulations by a registered company.
- (a) Use the unit for spares to repair any customers instruments.
- (a) Use the unit for our own benefit either in its current state or after repair.
- (a) Sell the unit either in its current state or after repair.

If any customer requests we scrap a unit then it accepts that the Company may take any of the above actions. If a customer cannot accept the above terms, then the instrument can be scrapped but a charge of £20.00 will be levied.

## **Turnaround**

7-day turnaround for in-house calibration received with an order and providing all accessories required to carry out the calibration are returned with the instrument e.g. test leads, probes, software etc. There may be some occasions when this cannot be met e.g. if a prime standard fails or is offsite for third party calibration, in which case we will notify the customer either in advance or at the earliest opportunity.

Absolute Calibration will not accept 'time is of the essence' clauses on orders or contracts, whether expressed or implied.

## **Instruments not collected by Absolute transport**

Instruments that are delivered either by a courier, or in person, may not be processed if they are dropped off after Midday but will be booked-in the following working day. 7-day turnaround will commence from the date of process (booking-in).

## **Collection and Delivery**

Absolute Calibration operates a collection and delivery service to parts of the UK using our own vehicles. We reserve the right to withdraw this service at any time; or to use courier from time-to-time if it is the best and most economic delivery method at that time. For customers outside of our transport routes a return courier cost will apply (unless agreed otherwise).

## **Copies of Absolute Calibration's 'Instruments Used for Calibration' Reports**

Absolute Calibration are accredited by UKAS to ISO 17025, traceability of calibration is thereby guaranteed and copies of calibration reports for Absolute Calibration standards are not necessary, whether the calibration was UKAS or standard. Please see ['Copies of Calibration Reports for Standards Used'](#) within the Quality pages on our website.

If copies of calibration reports are definitely required, there will be a charge of £30.00 per report unless agreed otherwise in advance.

## **Validity**

All prices quoted are valid for 30 days, unless advised or agreed otherwise in writing.

## **VAT**

All prices exclude VAT which will be added at the current rate.

## **Payment Terms**

30 days from the date of invoice (payment maybe required before despatch for the first order and for overseas customers).

Absolute Calibration reserves the right to suspend deliveries where payment for any order related or otherwise has not been made on due date and remains outstanding.