



TERMS & CONDITIONS

1. ORDER ACCEPTANCE

All orders are subject to credit approval.

2. PRICES

All prices are net and firm for 30 days from date of quotation but are subject to duty and sales tax revisions with which we must comply. Prices are based on quantities indicated. Any change in quantity or elimination of one or more items may require a revision in price. Unquoted items received will be processed and invoiced as calibrations unless otherwise specified by the Customer. The Customer will only be contacted when clarification is required. Minimum charges for calibration and / or repair evaluations may apply. Prices are subject to change without notice.

3. TAXES

Any purchase not subject to duty and/or sales taxes must be accompanied by duty free exemption certificates and/or sales tax license numbers in order to avoid additional charge of duty and/or sales taxes on F.O.B. Canadian point shipments.

4. TRANSPORTATION

All shipments are F.O.B. our plant, unless prior arrangements are mutually agreed upon. Unless otherwise indicated, shipment will be made by means selected by Pylon Electronics Inc. Special handling can be prearranged by customer in which case an extra charge may result if F.O.B. point is other than our plant.

5. LOSS, DAMAGE OR DELAY IN TRANSIT

Pylon Electronics Inc. assumes no liability beyond delivery of material in good order to the carrier and is not liable for loss, damage or delay occurring thereafter. Additional insurance on shipments is entirely the responsibility of the Customer and Pylon will not assume liability for or accept any charges for additional insurance. Packing material should be retained until physical appearance and operation of equipment are checked immediately upon receipt. In the event of internal or external damage, regardless of F.O.B. point of shipment, purchaser must arrange for an inspection report to be made out by the carrier's agent at once. Advise Pylon Electronics Inc. of damages as we shall be pleased to render all reasonable assistance in securing satisfactory adjustment of your claim. If shipment is F.O.B. destination, forward to Pylon Electronics Inc. a copy of inspection report immediately; otherwise file your claim directly on the delivering carrier.

6. SHIPPING SCHEDULE

Pylon Electronics Inc. will establish shipping schedule as closely as possible in accordance with the purchase's expressed needs and will exercise diligence in meeting these estimated dates. However, Pylon Electronics Inc. will not be responsible for delays or any losses incurred by the purchaser as a result of such delays. Failure to effect shipment as estimated will not be considered as case for cancellation.

7. WARRANTY

Warranty on all items quoted will be 90 days from date of shipment. Warranty covers labour, with parts covered by the original equipment manufacturers warranty wherever applicable but does not include return transportation or taxes if applicable on the value of the repair cost. Return shipments for repair to be made only after receiving written shipping instructions. Pylon Electronics Inc. cannot accept return shipments for service without having given approval. Neither Pylon Electronics Inc. nor its principals are responsible for consequential damage.

8. CANCELLATIONS AND ALTERATION

No order accepted by Pylon Electronics Inc. may be canceled or altered by the purchaser except as mutually agreed upon by the buyer and seller.

9. ERRORS

Typing or clerical errors are subject to correction.

10. INTERVALS OF CONFIRMATION

It is Pylon's policy that the customer is responsible for determining and specifying the required calibration interval for their equipment. However, when the customer does not specify a calibration interval for their equipment or provide other instructions, Pylon shall, if available and when appropriate, use the manufacturer's recommended calibration interval for the equipment and prepare all documentation based on this interval. Otherwise, Pylon shall, in most cases, assume a one (1) year calibration interval. In cases where Pylon recommends a different interval, Pylon shall obtain customer approval prior to assigning a different interval.

11. IDENTIFICATION NUMBERS

All equipment processed by Pylon must be marked with a unique identification number such as a serial number, asset number, etc. It is the customer's responsibility to assign and mark the equipment with a unique identification number if it does not have one. If equipment without a unique identification number is received, Pylon shall assign and mark a Pylon generated unique identification number on the equipment without seeking customer authorization.

12. ACCREDITED CALIBRATIONS

It is Pylon's policy that the customer is responsible for determining and specifying that they require an accredited calibration under the scope of Pylon's NRC certification / SCC accreditation. Unless otherwise specified by the customer, all calibrations will be performed using our normal processes that are not NRC certified / SCC accredited. The customer should contact Pylon prior to the calibration to obtain information and pricing on our accredited calibrations.

Should the customer specify the requirement for an accredited calibration under the scope of Pylon's NRC certification / SCC accreditation, the customer is responsible for specifying all of the requirements for the calibration including, but not limited to: the method to be used for the calibration, the points to be measured, the required Test Uncertainty Ratios (TUR's), the required tolerances, the adjustment criteria, etc.

Should the customer not provide this information for accredited calibrations, Pylon shall follow our normal policies for calibration. This includes but is not limited to: using Pylon selected methods and calibration procedures from recognized sources, using points specified or recommended by the calibration procedure or other recognized sources, maintaining a 4:1 TUR or identifying where this is not maintained, using the tolerances specified in the calibration procedure or other recognized sources, only adjusting when the Unit Under Test is Out Of Tolerance, etc. in addition to the terms and conditions specified above. Pylon will not normally contact the customer to request any details on the accredited calibration requirements unless there is an unusual situation that needs to be addressed.