

## SALTRONIX, INC. COMPANY POLICY

**Doing business with Saltronix, Inc. constitutes agreement to our company policy & terms set forth in this document.**

**Please read and share with your employees that have contact with us.**

### EQUIPMENT CHECK-IN

#### **Cleanliness**

Prior to Checking-In your equipment, please make sure it is in relatively clean condition to avoid cleaning fees. If equipment is dirty but not filthy, the technicians will clean them to a laboratory clean standard for a nominal fee. However, equipment that is considered filthy from a laboratory standpoint will not be accepted.

#### **Check-In**

At time of Check-In, equipment will be documented with manufacture's name, model, serial number, and level of service. The Drop-Off Person must print and sign our Equipment Check-In as proof of the items left. If equipment is to be insured when shipped back to customer, then please provide us with an **exact** dollar amount. Otherwise, Saltronix, Inc. will not be responsible for insuring the equipment. A copy of the Equipment Check-In will be provided to the Drop-Off Person if desired.

#### **Equipment Shipped in for Service**

Any equipment shipped to Saltronix, Inc. for service should include the Equipment Check-In. It should detail what services should be rendered. If none are included, this will only cause delays to your equipment's turnaround time. A RMA (return material authorization) is not required.

#### **Price Estimate**

At the time of Check-In, the customer has the option to request an estimate for services. Each unit requiring an estimate is subject to a non-refundable \$110 service fee. This fee may be applied towards further services of that unit if the customer decides to have the unit repaired, calibrated and/or certified. For Cash Customers, this is due at time of drop off. Net Accounts will be charged as usual.

Once Saltronix, Inc has reached an estimate, Customer Contact will be made in order to complete Services. **No work will be performed without customer authorization.** Customer should respond in a timely manner (within 24 hrs.) in order to avoid any delays.

This estimate is valid for 30 calendar days only.

For a guaranteed turn around see Rush Service.

#### **Rush Service**

Rush Services are work load dependent and not always available. Ask Sales personnel if Rush Service is available. Rush Services are on a first come first served basis.

If an item marked as Rush Service requires repair that go beyond the Rush Service time frame, the customer will still be billed for the Rush Service.

The Rush Service time begins when unit(s) are Checked-In.

Rush Services will not be honored in the event that customer desires an estimate or pre-approval for services. Rush Service is only valid at time of request.

**RUSH FEES:**

All rush fees are in addition to normal services rendered, are per item, pass or fail, non-refundable and non-discounted. The turnaround means you will receive your equipment anytime within your chosen hour excluding non-working Days.

**\*\*\*In the event the customer requests to be first inline in their rush tier, they must pay additional fees.**

Rush Services are as follows:

24 hr. turn around \$250.00

48 hr. turn around \$150.00

72 hr. turn around \$75.00

**\*\*\*First In Line: Addtn'l \$100/per unit**

**EQUIPMENT READY**

Equipment ready for pick-up constitutes equipment that has been marked as serviced, non repairable, not economical to repair, failed & red tagged, or non-repair as per customer. When customer equipment is ready for pick up Saltronix will make Customer Contact.

Once Customer Contact is made, your equipment is put into Ready for Pickup status. Customer is expected to pickup the equipment in a reasonable time frame. Customer Contact is attempted to prevent equipment being left in excess of 30 days. Should 90 days pass, equipment falls under the 90 Day-Terms.

In the event that customer pays for a piece of equipment that remains in house, customer has the remainder of the 90 days (beginning from time of invoicing) to pick up equipment otherwise equipment will default to 90 Day terms.

For Net 30 customers, we must have a P.O. prior to releasing equipment.

**Non-Repaired Equipment**

Equipment that is Not Repairable, Not Repaired as per customers request, Failed or deemed Not Economical to Repair (NETR) will be red tagged. Customer Contact will be made to notify customer equipment is ready for pickup. For Non-Hazardous Non-Repaired Equipment, customer will have two options:

1. Customer may pick up equipment within 30 days.
2. If customer wishes for Saltronix, Inc. to dispose of equipment, Saltronix, Inc. will send a form for permission to dispose. This form must be signed and returned.

If one of the two options are not met, then equipment falls under the 90-day terms.

**Equipment that is hazardous to the environment (i.e. hydrometers) must be picked up by customer.**

**These cannot be signed over to Saltronix, Inc.**

**Failed Equipment**

Some equipment that Fail to repair, calibrate or cannot be certified may incur a modest labor fee. This is due for services rendered and time spent attempting to restore equipment back into compliance.

**Warranty from Saltronix, Inc.**

All repairs performed by Saltronix, Inc. carry a 90 Day warranty.

Warranty covers labor only. In the event a piece of equipment is repaired under warranty but requires parts, these parts will be billed separately.

The warranty period starts on the date shown on the service label affixed to the equipment.

We encourage customers not to bench or shelf equipment after repairing. Check and test your equipment to see it is in working order. Once the 90 Day period is over, it is over.

### **Third Party Warranty**

Equipment that has be serviced by a third-party vendor is not covered by Saltronix, Inc. 90 Day Warranty. This equipment falls under vendor's policy from where it was purchased or serviced. Inquire regarding vendor's warranty policy before committing to service.

### **Not Covered by Warranty**

Calibrations, adjustments and certifications are not covered under Saltronix, Inc.'s 90 Day Warranty. These are checks and tests that are performed at a particular time frame. If we find that your equipment needs repair, customer will be contacted. Equipment that has been neglected, physically abused, mistreated, used in a manner inconsistent with its operation, or has been tampered with is not covered under warranty.

## **PROTECTION AND SECURITY OF EQUIPMENT**

Saltronix, Inc. provides a measure of assurance through a 24 HR. recorded video surveillance system along with a 24 HR. alarm monitoring service.

Although Saltronix, Inc. strives to do all it can to protect customer equipment, we will not be held responsible for equipment that is stolen, missing or damaged by circumstances beyond our control. Saltronix, Inc. cannot be held responsible for situations such as natural disasters, man-made phenomena, fire, flood, water damage, civil unrest, or uproar and/or war and the effects thereof.

## **ORDERS FOR EQUIPMENT**

Orders may be submitted online via our Online Order Form. The submitted form comes with an authorization button. This is considered the eSignature of the customer.

### **For Cash Customers:**

When placing orders for equipment, an Order Form will be sent to the customer providing the cost of the equipment including tax. The shipping will be extra.

The customer must provide a valid credit card, sign, print name, and return Order Form by fax or email to Saltronix, Inc. as indicated on form for processing.

### **For NET 30 Accounts:**

When placing orders for equipment, an Order Form will be sent to customer providing the cost of the equipment including tax. The shipping will be extra.

The customer must provide a valid P.O. number, sign, print name, and return Order Form by fax or email to Saltronix, Inc. as indicated on form for processing.

**NOTE:** (a) Some equipment orders may or may not carry manufacturer's warranty. Please ask us prior to placing an order.

(b) Orders can be placed based on customer's credit limit but not to exceed \$5000.00.

In the event that an order exceeds this limit, then it must be prepaid in full.

(c) We cannot accept split payments on orders.

## **PAYMENT TERMS**

Saltronix, Inc. honors several Payments: Cash, Company Checks, and most major Credit Cards.

### **Due On Receipt, Cash On Delivery (C.O.D.)**

Upon pickup of equipment, the customer must present a valid form of payment. Payments are also accepted over the phone in advance of pickup.

Non Net 30 accounts may be subject to an upfront fee prior to equipment being serviced.

**Net 30 Accounts**

This is a line of credit extended to customers upon approval of credit application. Customer will be held to Net 30 Terms. This supersedes any conditions or terms sent to Saltronix, Inc. unless there is a mutual agreement stating otherwise.

**Past Due Terms**

If at any time customers Net 30 account becomes past due, customer will be given an opportunity to bring their account back into a good standing status within five (5) working days by paying in full ALL charges on their account.

During a past due period, customer will not be allowed to raise their credit limit or make charges on their account.

If customer has equipment that they wish to pick up during a past due period, they will be required to pay any past due invoices plus the invoice(s) due for the equipment needing to be picked up.

Should customer fail to bring their account into a good standing then their account will fall into a delinquent status and defaulted to Due On Receipt.

**Delinquent Status**

If a Net 30 account falls into a delinquent status, it will automatically be defaulted to Due On Receipt.

If customer desires to reestablish their Net 30 account, they will be put on a six (6) month probationary period as this raises red flags. Afterwards, they will need to reapply for credit. See Application for Credit.

**Account Statement**

If you require an occasional account statement, email a request. However, Saltronix, Inc. does not automatically send out statements at the end of each month. If you receive a statement from us there is a possibility that your Net 30 Account may be in jeopardy.

**Returned / Bounced Checks**

Should a customer submit a check as payment and it is returned to us or not accepted by the bank, there will be a \$30 Processing Fee. This fee is added to the invoice the returned check was for. If there are additional fees from the bank, these are the responsibility of the customer. The final Processing Fee is determined by Saltronix, Inc.'s Accounting Dept.

**APPLICATION FOR CREDIT**

Approval of Application for Credit is based on the following qualifying factors:

**Your company must...**

- (a) be in business for a minimum of one year and provide proof thereof
- (b) have a positive track record of doing business with Saltronix, Inc for a minimum of three (3) months with good relations
- (c) do business on a level minimum of \$1000.00 per month
- (d) submit to and provide us with all necessary information to perform a Credit Check
- (e) pass the Credit Check

**Note:** A customer submitting a policy in contradiction to that of Saltronix, Inc. will result in application being denied. Should the customer continue doing business with Saltronix, Inc. it is with the understanding that Saltronix, Inc.'s policy supersedes their own.

Upon approval of Credit Application customer will be notified and given a credit limit based on past services rendered. This limit should not be exceeded. Should a higher credit limit be desired, it will only be considered on a good standing status.

## 90 DAY TERMS

These terms apply to equipment that has not been picked-up for whatever reason.

If any equipment remains in the custody of Saltronix, Inc for more than 90 days then it is “Finders Keeper “ paid for or not. Ownership of equipment falls to Saltronix, Inc. In such a situation, Saltronix, Inc shall not be held responsible since it is now considered abandoned property claimed by Saltronix, Inc.

Equipment may be scrapped, disposed of, sold for services rendered, or otherwise left to the discretion of Saltronix, Inc.

Remember, customer is ultimately responsible for their equipment and it is their duty to pick up equipment within the allotted time frame.

## RETURNS & REFUNDS

No returns will be accepted after 15 calendar Days.

Special Orders may or may not be returned; ask Sales Associate before placing order.

Returnable items must be unopened, unused, undamaged, and with all accessories in the original box and/or packaging.

A 30% restocking fee will apply. This fee is per item plus sales tax and any shipping fees incurred.

Shipping charges from factory or manufacturer are non refundable.

## DEFINITIONS

### **Turn Around Time**

This refers to the time between Check-In and ready for pickup. At time of Check-In, if asked, we will provide an estimate of Turn Around Time. This is only an ESTIMATED time frame. It is not a guaranteed Turn Around Time. The turnaround time may increase at anytime without prior notice to customers.

### **Estimates:**

An estimate is not an exact amount. It is an approximate calculation as defined by a dictionary. Estimates cannot and should not be used for PO's requiring an exact amount. Saltronix, Inc. is not held responsible for the the PO errors or inconsistencies of other companies.

### **\$110 Service Fee:**

This is a non-refundable fee. Cash Customers must pay this fee at drop off. The amount paid can be used towards further servicing of the unit such as repair, calibration and/or certification.

This fee will be applied to all units marked as NETR (Not Economical To Repair) or “red-tagged”. If the fee was paid at drop off, there will not be a double charge.

### **Drop Off Person:**

This individual has been authorized to bring equipment to Saltronix, Inc. for service. They may be the direct point of contact or provide that information at time of drop off.

The Drop-Off Person is defined as a Company employee that serves any position where employed or a third person who represents the interest of the person or company the equipment belongs to.

### **Customer Contact:**

Saltronix, Inc. will contact customer no more than three (3) times by email or phone. At this time, we do not offer Text Messaging as a way to contact customers. Saltronix, Inc. will not be held responsible for inability to leave a voicemail due to a full box, leaving a message with another employee and their failure to convey it, or for outdated contact information provided at time of check-in.

**DEFINITIONS CONTN'D**

**Working Days:**

Working-Days are considered normal business hours of operation which are:

Monday to Friday  
8:00 to 5:00 P.M. CST  
Closed Saturday & Sunday  
Closed some holidays (call to verify)

**SALTRONIX, INC. RESERVES THE RIGHT TO REFUSE SERVICE TO ANYONE.**

**If at any time the customer's actions or conduct are deemed inappropriate, Saltronix, Inc. will terminate services. Should a situation escalate, the proper authorities will be notified.**

Any questions or concerns should be directed to:

Saltronix, Inc.  
1401 E. 2<sup>nd</sup> St.  
Odessa, TX 79761  
Phone: 433-334-6002  
Email: [si@saltronix.com](mailto:si@saltronix.com)

Policy subject to change.  
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