

SALTRONIX, Inc.

COMPANY POLICY & TERMS

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.

CERTIFICATION AND CALIBRATION OF EQUIPMENT

Services

Saltronix, Inc. offers repair, calibration, certification, and conformance testing for equipment. We utilize N.I.S.T. traceable standards and follow strict protocols within our service center. Ninety-nine percent (99%) of this work is done in house to allow for quicker turnaround times for the customer.

Certificate of Calibration (Certification Service)

When requested, a Certificate of Calibration is given with equipment. This service is referred to as **Certification Service**. This certificate includes data regarding the unit and also instruments used for the service. This form follows the N.I.S.T.'s Standard Operating Procedure for Calibration Certificate Preparation. Proper use of this form means following the reproduction instructions. The form clearly states: "This report may not be reproduced, except in full, unless permission for the publication of an approved abstract is obtained in writing from the calibration organization issuing this report." This applies to any physical or digital copies. Saltronix, Inc. does not give any company, entity or individual permission to alter the form in anyway. There should be no revision(s) that gives the impression or misleads the end user to believe the calibration service was performed by anyone other than Saltronix, Inc. and its employees.

Any falsification of documents or misuse of our Certificate of Calibration will result in immediate discontinuation of services for that company, entity or individual. It may also result in legal action.

Calibration Validity

Each company must decide for themselves what kind of calibration they require. Saltronix, Inc. defaults to annual calibrations. If you require a six (6) month certification or any other duration, this must be communicated at time of service request.

Each unit has a unique sticker of calibration that details the date it was calibrated and when it is due back. This sticker is not be altered or transferred to another unit.

Should the customer decide to store or shelve this unit upon pickup, the calibration due date does not change. Once the due date arrives, the unit will require a new calibration service. Saltronix, Inc. does not reprint stickers or Certificates of Calibration with altered dates without performing the service.

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 requested.

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 goes 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 approval for services. Rush Service is only valid at time of request.

Rush Service Continued

RUSH FEES:

All rush fees are in addition to normal services rendered, are per item, pass or fail, non-refundable, and not discounted. The turnaround means you will receive your equipment anytime within your chosen hour excluding weekends, holidays and days the business is closed.

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

Rush Services are as follows:

SAME DAY \$400.00
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 45 days pass, equipment falls under the 45 Day-Terms.

In the event that customer pays for a piece of equipment that remains in house, customer has the remainder of the 45 days (beginning from time of invoicing) to pick up equipment otherwise equipment will default to 45 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 45 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.

Equipment Ready Continued

Failed Equipment

Some equipment that fail to repair, calibrate or cannot be certified may incur a labor fee. This is due for services rendered and time spent attempting to restore equipment back into compliance. Fees can range from \$75 - \$110.00.

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 been 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.

Orders for Equipment Continued

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 \$5,000.00.

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 in addition to 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 possibly 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.

A delinquent account may also be submitted to a collections agency. This will incur a Collections/Collector's Fee of 20% of each invoice. Once an account has been sent to collections, the account will default to Due On Receipt. Accounts sent to collections will not be able to reapply for an account.

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 \$1,000.00 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.

Should any invoice become delinquent in excess of 90 days, the account will be sent to collections with a 20% Collections/Collector's Fee on each invoice submitted. The account will then be revoked and the payment terms for the customer set to Due On Receipt.

DEFINITIONS

\$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 may be applied to 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.

45 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 45 days then it is “Finders Keepers” 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, the customer is ultimately responsible for their equipment and it is their duty to pick up equipment within the allotted time frame.

Collections / Collector's Fees

Invoices that have a balance due past 90 days are subject to collections. Regardless of pickup status, the balance due will incur a 20% Collections/Collector's Fee. Any Net30 Account that is sent to collections will automatically default to Due On Receipt payment terms.

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.

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.

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.

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.

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.

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, entity or individual'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. 2nd St.
Odessa, TX 79761
Phone: 433-334-6002
Email: si@saltronix.com

Policy subject to change.
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