

# **SALTRONIX, Inc.**

## **COMPANY POLICY & TERMS**

**By doing business with Saltronix, Inc., you agree to the company policies and terms outlined 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 the calibration time frame validity they require. Saltronix, Inc. defaults to annual calibrations. High Voltage Gloves receive six (6) month calibration certificates. If you require any other duration, this must be communicated at time of service request.

Each unit has a unique sticker/label of calibration that details the date it was calibrated and when it is due back. This sticker/label 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 Check-In, please make sure equipment is in relatively clean condition to avoid cleaning fees. If equipment is dirty but not filthy, the technicians will clean to a laboratory clean standard for a nominal fee. Equipment that is considered filthy from a laboratory standpoint will not be accepted or may incur heavy cleaning fees.

### 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, provide an **exact** dollar amount. Otherwise, Saltronix, Inc. will insure the equipment at \$999.00. 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 and where to ship once service is complete. If none are included, this will only cause delays to your equipment's turnaround time.

An 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 subject to availability. 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 requests 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, charged per item, billed pass or fail, non-refundable, and not discounted. The turnaround means you will receive your equipment anytime within your chosen hour window excluding weekends, holidays and/or 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/Before 10AM Pickup: 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 pick up 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 Net30 customers, we must have a P.O. prior to releasing equipment.

**Non-Repaired Equipment**

Equipment that is Not Repairable, Not Repaired as per customer request, Failed, Must Return to Factory, 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 has two options:

1. Pick up equipment within 30 days.
2. Request disposal by Saltronix, Inc. Customer will receive 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

Equipment that fails 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.

### Saltronix, Inc. 90 Day Warranty

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, parts will be billed separately.

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

Customers are urged not to bench or shelf equipment after repair. Customer assumes responsibility to check/test equipment. Warranty expires 90 days from date of repair. Any repairs after this period will be billed to the customer.

### Shipping Equipment to Customer

Equipment will be insured when shipped back to customer. The Customer must provide an exact dollar amount. Otherwise, Saltronix, Inc. will insure the equipment based on the value of the equipment or replacement cost.

### 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.

## FACTORY SERVICE

Equipment not serviced in-house can be sent to the factory for service. A \$150 Factory Evaluation fee is charged for every order sent to the factory for service. This charge is for the convenience of sending equipment and being the intermediary. This charge includes shipping insurance for the equipment's value or replacement cost. No equipment will be sent without insurance. Factory turnaround time is out of the control of Saltronix, Inc. There are no guaranteed pickup times for equipment sent to the factory. Saltronix, Inc. cannot be held responsible for any equipment lost in shipment to or returning from the factory.

## 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. Orders may also be placed in person or over the phone.

**SHIPPING:** Shipping is done via UPS Ground unless otherwise requested. All shipments from Saltronix, Inc. includes insurance for the value of the equipment. Customers may request their shipping account be used.

## Orders For Equipment Continued

### Order Payment - Cash Customers:

The customer must provide a valid credit card, sign, print name, and return Order Form to Saltronix, Inc. as indicated on form for processing. Payment must be made in full prior at time of ordering.

### Order Payment - Net30 Accounts:

Customer must provide a PO or valid form of payment if over \$5,000.00 as indicated on form for processing.

**NOTE:** (a) Some equipment orders may or may not carry manufacturer's warranty.

(b) Orders under \$5,000.00 can use Net30 Account.

Orders exceeding this limit, must be prepaid in full.

(c) We cannot accept split payments on orders.

## PAYMENT TERMS

Saltronix, Inc. honors several forms of payment: 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. Phone payments are accepted. Non Net30 accounts may be subject to an upfront fee prior to equipment being serviced. Cash Customers will receive a Sales Receipt at time of dropoff and prepayment.

### Net30 Account

This is a line of credit extended to customers upon approval of credit application. Customer will be held to Net30 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 a Net30 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 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) being picked up.

Should customer fail to bring their account into a good standing, the account will fall into a delinquent status and Net30 Account qualifications reviewed.

### Delinquent Status

If a Net30 account falls into a delinquent status, Net30 Account qualifications will be reviewed and/or revoked.

If customer desires to reestablish their Net30 account, a mandatory six (6) month probationary period begins. 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**

Statements can be requested. 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 Net30 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.

## **PROTECTION AND SECURITY OF EQUIPMENT**

Saltronix, Inc. provides a measure of assurance through a 24hr recorded video surveillance system along with a 24hr 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.

## **APPLICATION FOR CREDIT**

Approval of Credit Application 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.

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. Additional fees may be incurred at the discretion of the Collection Agency. 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 service 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”.

### **45 DAY TERMS**

#### **Updated Policy on Unclaimed Equipment:**

These terms apply to equipment that has not been picked up for any reason. If any equipment remains at Saltronix, Inc. for more than 45 days, it is considered abandoned property. At that point, ownership of the equipment transfers to Saltronix, Inc., whether the service has been paid for or not.

#### **Storage Policy:**

After the initial 45-day period, a weekly storage fee will be applied to the equipment. This fee is 2% of the original invoice or a flat rate of \$20 per week, whichever is greater. If the equipment is not retrieved within the grace period, it will be considered abandoned and become the property of Saltronix, Inc.

Once deemed abandoned, the equipment may be scrapped, disposed of, sold for services rendered, or otherwise handled at the discretion of Saltronix, Inc.

**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. Additional fees may be incurred at the discretion of the Collection Agency. 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 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. Estimates cannot and should not be used for PO's requiring an exact amount. Saltronix, Inc. is not held responsible for 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.

**Turnaround 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 Turnaround Time. This is only an ESTIMATED time frame. It is not a guaranteed Turnaround Time. The turnaround time may increase at anytime without prior notice to customers.

**Working Days**

Working Days are considered normal business hours of operation. They are as follows:

Monday to Friday  
8:00 to 5:00 P.M. CST  
Lunch Hour 12:00 P.M to 1:00 P.M  
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. 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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