

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. All equipment shipped from Saltronix, Inc. is automatically insured for \$990.00. If the customer requires insurance coverage for a higher amount, the exact dollar value must be provided in writing at the time of Check-In or prior to shipment. Saltronix, Inc. does not determine or assign 'replacement cost' values on behalf of the customer, as equipment models and specifications vary. A copy of the Equipment Check-In will be provided to the Drop-Off Person if requested.

After-Hours Drop-Off

Saltronix, Inc. does not accept equipment drop-offs outside of normal business hours. Any equipment left outside the facility or unattended during closed hours is not considered checked in and remains the sole responsibility of the customer. Saltronix, Inc. assumes no liability for loss, theft, or damage to equipment left in this manner.

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

Estimates are not given for Rush Services. 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 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 Service is workload dependent and subject to availability. Requests are handled on a first-come, first-served basis, and Rush Service time begins when the unit(s) are officially checked in.

To prevent delays and backlog, estimates are not available for Rush Service requests. Any unit submitted as Rush will be immediately processed for repair, calibration, or certification to ensure it is ready for pickup within the requested time frame.

Rush Service fees are billed per unit, in addition to normal service charges, and are non-refundable. Fees apply regardless of outcome (pass, fail, non-repairable, or not economical to repair). In the event a unit requires additional parts or vendor repairs beyond the Rush time frame, the Rush Service fee will still apply.

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 \$500.00

24 hr. turn around \$350.00

48 hr. turn around \$250.00

*****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.

Equipment Ready Continued

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.

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.

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.

Warranty Policy

All repairs performed by Saltronix, Inc. carry a 90-day warranty. This warranty covers repair services only. If a unit repaired under warranty requires parts, the cost of those parts will be billed separately. The warranty period begins on the date of service shown on the label affixed to the equipment. Customers are urged not to bench or shelf equipment after repair; it is the customer's responsibility to check/test equipment. Any repairs needed after the 90-day period will be billed to the customer.

Warranty Exclusions

Calibrations, adjustments, and certifications are not covered under Saltronix, Inc.'s 90-day warranty.

These are checks and tests performed at a specific point in time. If equipment requires repair, the customer will be contacted.

Equipment that has been neglected, physically abused, mistreated, used in a manner inconsistent with its operation, or tampered with is not covered.

Equipment serviced by a third-party vendor is not covered by Saltronix, Inc.'s 90-day warranty. Such equipment is subject to the vendor's warranty policy. Customers should inquire with the vendor before committing to service.

FACTORY SERVICE

Equipment not serviced in-house may be sent to the manufacturer or an authorized vendor for factory service. No equipment will be sent without prior customer approval.

A \$150 Factory Evaluation fee applies to every order sent out. This fee covers handling, coordination, and shipping insurance. Once equipment has been shipped for factory service, the Factory Evaluation fee and all shipping charges are the responsibility of the customer, regardless of whether factory repair is approved or declined.

Factory turnaround times are outside the control of Saltronix, Inc., and no guaranteed pickup dates can be provided. Saltronix, Inc. is not responsible for any equipment lost or damaged in shipment to or 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.

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:

Standard equipment orders: may be placed under Net30 terms with a valid PO.

Special equipment orders: POs may be used for orders up to \$5,000. Orders exceeding \$5,000 must be prepaid in full prior to processing. This policy prevents cancellations that could leave Saltronix, Inc. responsible for non-returnable equipment.

Additional Notes:

Some equipment may or may not carry a manufacturer's warranty (please inquire before purchase).

Split payments are not accepted.

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 drop off 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 will 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, it will default to Due On Receipt. Accounts sent to collections are ineligible 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. takes precautions to safeguard customer equipment by employing 24-hour recorded video surveillance and 24-hour alarm monitoring. While these measures are in place to deter and document potential incidents, they do not guarantee complete protection.

Limitation of Liability: Despite these precautions, Saltronix, Inc. will not be held responsible for equipment that is stolen, missing, or damaged due to circumstances beyond our control, including but not limited to natural disasters, man-made phenomena, fire, flood, water damage, civil unrest, or acts of war. Customers are advised to carry their own insurance for additional coverage if needed.

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”.

Unclaimed & Abandoned Equipment

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

- **45 Days:** If equipment is not picked up within 45 days, Saltronix, Inc. will make a final attempt at Customer Contact. At this time, storage fees will begin to apply. Storage fees are calculated as 2% of the original invoice or \$20 per week, whichever is greater.
- **90 Days:** If equipment remains unclaimed after 90 days, it will be considered abandoned, whether the invoice has been paid or not. Ownership of the equipment transfers to Saltronix, Inc., and the outstanding invoice will be updated to include all accrued storage fees, marked as abandoned, and may be submitted to collections.

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

Customers are ultimately responsible for their equipment and must pick it up 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 unless specifically requested. 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. Automated notices will be sent via email for equipment left longer than 30 days.

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.

Equipment Ready

Ready for Pickup status means equipment has been marked as serviced, failed, not economical to repair, non-repairable, or completed as requested. Once Customer Contact has been made, the equipment is considered ready, and the customer is expected to arrange pickup within the timelines outlined in the Unclaimed Equipment policy section.

Returns & Refunds

No returns will be accepted after 15 calendar days.

Special Orders may or may not be returnable; please confirm with Sales before placing an order. Returnable items must be unopened, unused, undamaged, and with all accessories in the original box and/or packaging.

A 30% restocking fee applies to all returns. This fee is charged per item plus sales tax and any shipping fees incurred.

Shipping charges from the factory or manufacturer are non-refundable.

Defective products received from the factory are covered under the manufacturer's warranty.

Saltronix, Inc. is not responsible for manufacturer defects on special-order equipment.

Special Equipment Orders

Special Equipment Orders are purchases made specifically for a customer that are not standard stock items. Orders up to \$5,000 may be placed under Net30 with a valid PO. Orders exceeding \$5,000 must be prepaid in full prior to processing. Special Equipment Orders may or may not be returnable; see Returns & Refunds for details.

Storage Fees

Storage Fees apply when equipment is left beyond 45 days without pickup. These are calculated as 2% of the original invoice or \$20 per week, whichever is greater, and will be added to the customer's outstanding invoice.

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. Standard turnaround is only an estimate. Rush Service is the only guaranteed turnaround.

Working Days

Working Days are defined as Saltronix, Inc.'s normal business hours of operation:

Monday to Friday, 8:00 A.M. to 5:00 P.M. CST

Lunch Hour: 12:00 P.M. to 1:00 P.M.

Closed Saturday & Sunday

Closed on certain holidays (standard U.S. federal holidays or as otherwise posted, call to verify)

For purposes of turnaround estimates and Rush Service, Working Days exclude weekends, holidays, and days the business is closed.

End of Definitions

**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: (432) 334-6002

Email: si@saltronix.com

Policy subject to change.

09/2025