



STANDARD TERMS & CONDITIONS

Unless agreed between **GEN.TECH.SERVICES LLC./** General Const. Lab. Calibration LLC and the Customer, the following terms and conditions will apply to all instruments received by General Const Lab Calibration. These terms and conditions are subject to change without notice. Going forth, for reference in this document, GEN.TECH.SERVICES LLC shall be referred as **GTS & General Const, Lab Calibration as GCLC**

Calibration

- Unless otherwise specified, the quoted price is only for calibration /Testing/Inspection/Verification and does not include cost of spares involved.
- In case of repairs, customer will be notified immediately. Repair, cost of spares and service charges will be applicable.
- Calibration provides a snapshot of the equipment performance at time of test. It's performance with time depends on its usage and handling by the end users. GTS/GCLC is not liable for any damage once the unit leaves from our premises.
- Unless calibration due date is specified in the customer's PO or material delivery note sent by customer, GTS/GCLC will not consider the due date. This condition will be superseded if the calibration validity is specified in the calibration standard or fixed by any requirement.
- Calibration will be carried out which is traceable to National / International standards and to manufacturer's specification (where available) and a Calibration Certificate issued with recorded measurement **of** results i.e with uncertainty of measurement and equipment traceability information (or) based on functional checks will be issued as a Verification certificate and it will not contain any uncert. of measurement and measurement results.
- 17025 calibration will be carried out if requested in advance or on customer's paperwork. 17025 calibration costs are in addition to standard calibration costs.
- One copy of calibration/testing/verification certificate will be issued for every service carried out. Additional hardcopy of certificates if required will be issued at AED 50.00 each. Soft copies can be sent FOC by email (or) it can be downloaded from our Generaltech.ae website within 3 months of Certificate issue date
- In the event of not being able to perform the calibration as scheduled due to any unexpected reason, GTS/ GCLC is not responsible for any loss incurred
- In case of unavailability of GTS/ GCLC Reference Equipment or any other temporary incapability after the acceptance of the contract, GTS/GCLC shall subcontract the Job through our approved subcontractor provided the changes in the calibration charges will be accepted through mail.

Please refer our EIAC accreditation certificate (No: LB-CAL-004) to review our scope of accreditation <http://www.eiac.gov.ae/en/accreditedcabs/Pages/default.aspx>
(Search in cab code : LB-CAL-004; Please Visit the link to View our EIAC Certificate and Scope)

- All customer information shall be kept confidential unless required by law

GCLC adopted decision rule as per ISO/IEC 17025:2017 requirement:

1. If Customer decides no decision rule is required – Report Measured value + MU (when necessary)
2. If Decision rule prescribed by the customer - Determine decision rule as per customer requirement
3. In all other cases, Results will be given with the statement of conformity by considering Measurement Uncertainty, **MU**, values.

Statement of Conformity:

“Statements of conformity are made in accordance with the decision rule, Simple Acceptance (Shared Risk), where the guard band is zero and the acceptance limit equals the tolerance limit, whether the calibration result is Pass or Fail, in tolerance or out of tolerance, or outside the manufacturer's specification/acceptance limits

PASS: when the result is within or equal to the acceptance limits.

FAIL: when the result is outside the acceptance limits”

Decision Rule:

Simple Acceptance (Shared Risk), (Based on UKAS Lab 48)

(or)

Where the decision rule is prescribed by the customer through mail/ Document , regulations or normative documents, a further consideration of the level of risk is not necessary.

Pass / Fail criteria based on Decision rule

- If actual results stated are within the tolerance limit accepted, otherwise, rejected, based on the binary decision rule (simple accept or simple reject) where expanded uncertainty is less than or equal to tolerance limit allowing zero guard bands. If the Uncertainty of Measurement itself is higher than the requirements, no compliance statement will be provided (as per the Guidance in M3003 Clause M3.3.).
- Tolerance based on Manufacturer Specification / Customer specification/standard specifications

(Note: If measurement results are within tolerance limit (TL), Pass, otherwise Fail and If Measurement Uncertainty (MU) is large than tolerance, $MU > TL$, compliance statement will not be given in the certificate, and is indicated as “No Decision”, for those full filling the criteria, $TUR \geq 1$, conformance will be given.

Subcontract Calibration

GTS/GCLC reserves the right to subcontract any instrument for calibration to an approved Supplier/Subcontractor.

Failures Before/During/After calibration

GTS/GCLC will not be held liable for any instruments that are defective on receipt or become defective during calibration, unless by the Company's negligence and nor will it be held liable for instruments that become faulty after calibration and return to the customer. If an instrument is faulty on receipt or fails

calibration and the customer requests the instrument to be returned the full calibration fee, or a proportion of, will be charged.

Repairs

Repairs will be undertaken after quotation approval or with pre-approved cost levels. Unrelated faults or spare parts not replaced in the initial repair will be quoted. For old instruments we may not give warranty on repairs – this will be advised at the time of quotation. Subcontract repairs will have the terms and conditions of the subcontractor imposed which will vary from supplier to supplier

Scrapping Instruments

All calibrated/ repaired instruments must be collected from GTS/GCLC within 60 days after calibration/repair. A final notice will be sent to the customer for collection. If the instruments are not collected within 60 day after the receipt of notification, GTS/GCLC reserves the right to scrap the instruments without any further notice

Turnaround

3-day turnaround for in-house calibration received with an order and providing all accessories required to carry out the calibration are returned with the instrument e.g. test leads, probes, software etc.

There may be some occasions when this cannot be met e.g. if a prime standard fails or is offsite for third party calibration, in which case we will notify the customer either in advance or at the earliest opportunity. GTS/GCLC will not accept 'time is of the essence' clauses on orders or contracts, whether expressed or implied.

Instruments not collected by GTS/ GCLC

All possible care will be taken in handling the instruments during transportation/calibration. However, the equipment delivered/collected by customer, the risk of damage during the transportation shall lie on customer.

Validity

All prices quoted are valid for 30 days, unless advised or agreed otherwise in writing.

VAT

All prices exclude VAT which will be added at the current rate.

Payment Terms

Payment will be against completion of work unless specified in our quote.

Note: (For calibration from OEM/outside U.A.E)

Please note that the equipment must be in fully working condition. Any Repairs required will be quoted additional. If the unit is beyond support and spares are no longer available, we will return the unit without repair or calibration, in these cases the inspection charges and up and down courier charges will be payable from the end user (Delivery: 4-6 weeks)