

GENERAL TERMS OF SALE

Order: All services will be performed only on receipt of a written order or on receipt of an "approved, agreed" on our offer or estimate.

Service: The points are spread out on the measuring range unless otherwise specified by you. The particular requested points must be provided together with the equipment. The services can be supplied in the one or the other of our two establishments (Les Ulis or Vedène), respecting the technical specifications offered and unless otherwise specified by the customer.

COFRAC calibrations and tests: Ranges, uncertainties and methods of measurement are available on www.cofrac.fr in the technical annex.

Non accredited services: The laboratory proposes unaccredited services in some domains. The supply of the copy of the certificate of our master will be invoiced **10 € H.T.**

Conformities judgments : The conformities judgments are passed taking into account the uncertainties of the laboratory except opposite request of the customer. They are proposed in the frame of COFRAC services and out COFRAC services. The judgment is expressed according to the customer requested specifications (maximum permissible errors of a measuring instrument) or by default according to the manufacturer's specifications. In absence of these specifications and in case of nonconformity, the establishment of a certificate without judgment, or to extend these specifications (customers' specifications) is proposed. In absence of a customer answer after 72 hours, it will be systematically delivered a calibration certificate or a test report depending on the case.

Interventions on customer's site: The offer takes into account the travelling expenses for the estimated maximum period. Any overrun time caused by the order's giver (equipment unavailability, refusal of production stopping...) will be invoiced at least **500 € excl.taxes** half a day or **750 € excl.taxes** a day.

Equipments: They must be delivered in cleanliness state allowing the best metrological inspection. The measuring device, the batteries supplying it, the data display, and any accessory associated to the equipment to be checked, have to be in regular function and should allow the adequate use and control.

Adjustment / repair: The cost mentioned on a price offer or an estimate on equipments' receipt is valid for the calibration or the verification services. A further estimate will be sent to you on failure or adjustment cases.

Certificate loss: Over 6 months after the service, all duplicated certificate asked will be invoiced **40 € excl.taxes**. According to our quality system, the documents are kept for 6 years.

Change on the certificate: on the customer request, **40 € excl.taxes**. per certificate (first page, etc)

Faulty equipment: For all equipment sent back without service, 50 € excl.taxes at least will be billed for expertise expenses, that in addition of possible forwarding expenses.

Terms of PAYMENT: Transfer 60 days maximum from the date of invoice. There is no discount for anticipated payments.

Sending back: By us according to the proposal or picked up by you (when there is no need to pack again the equipment).The cost for packing again the equipment is **12 € excl.taxes**.

Litigations: Contests or litigation relative to an accepted estimate or an accepted offer will be treated at Evry's tribunals only competent court.

Transportation: The guarantee in case of transportation incident is accepted only if reserves are issued on your equipment receipt next to the carrier. Aérométrie should be informed within 48 h.

Guarantee: any complaint concerning our service can be acceptable only if communicated within 10 working days upon receipt of the device. The after-sale service has to be engaged within 4 weeks.