

Terms and Conditions

Placing an order for calibration based on a quotation issued by Robb Precision Tool Services, Inc. (RPTS) constitutes acceptance of these terms and conditions.

Quotes

All estimates and quotations are valid for a period of thirty (30) days after date of quote.

Turn Around Time

Most calibration items are return shipped within seven business days of receipt. Please note that this is an estimate and not a guarantee. Reasons for calibration delays may include;

- lack of personnel (sickness, holidays, vacations, on-sites),
- lack of equipment (out for calibration, down for repair, scheduled at an on-site),
- waiting on additional items needed such as; technical literature, adapters, readouts, etc.
- customer is on credit hold and tools cannot be receive due to unpaid invoices.
- any other extenuating circumstances.

To ensure a particular turn-around timeframe, opt for our rush service (pending availability).

- Rush Service: for a 50% surcharge – ships within 48 hours
- Rush Service: for a 100% surcharge – ships within 24 hours

Please contact us for approval before submitting items requiring rush service.

Method Used

If no other calibration method is specified by the customer, RPTS will use manufacturer, military, internationally recognized industry standard (ASTM, NIST, ASME, etc.), or RPTS developed calibration procedure.

Calibration Interval

Calibration intervals for equipment is entirely the prerogative of the customer. RPTS will use 12 months interval on calibrations unless otherwise specified by customer.

Calibration Subcontracting

Calibration subcontracting will be completed by a RPTS approved vendor or supplier, if it is required. All subcontracted calibrations will include vendor or supplier certification.

Items Found Out of Tolerance or Defective

For items that are found to be out of tolerance or defective during calibration, a certification fee will apply. RPTS will notify the customer regarding M&TE condition and will provide a quote for repair services if economical. If no repair service is available, a failed certificate will be provided.

Repair Pricing

RPTS requires approval prior to commencement of any repair. If the customer decides not to have their unit repaired there will be a minimum evaluation charge plus shipping, handling and insurance.

Quotation Pricing

RPTS reserves the right to change prices at any time and without prior notice. Our quotes are based upon the accuracy of the information provided by our customers. RPTS does their best to provide the most accurate pricing when items are sent to an approved vendor; however pricing might change without notice.

Special Requirements Pricing

Customer must contact RPTS for pricing on special requirements, such as special method requirements, assigned test points, data requirements, other statements, etc.

Levels of Calibration

- **Level 1: Commercial Calibration:** Calibration is performed with NIST traceable standards. Full data is only reported if instrument is found out of tolerance. Please let us know if you would like a quotation for a Commercial Calibration.
- **Level 2: Z540 Calibration:** Calibration is performed with NIST traceable standards in full compliance of ANSI Z540-1. Full data is recorded and shown on the certificate. **RPTS will use this level of calibration unless otherwise specified by customer.**

- **Level 3: Accredited Calibration:** Accredited calibrations include before and after data, measurement uncertainty data, and our ISO/IEC 17025 logo. A current copy of our certificate of accreditation is always available for download from our website at www.robbprecisiontool.com/accreditation. Our lab is accredited by A2LA, an ILAC member.

If you need assistance deciding which level of service you need, please contact us.

Cleaning of equipment

We sometimes receive instruments that are not in a calibration-ready condition. An additional labor surcharge may apply if cleaning is required before we are able to conduct a proper calibration. RPTS technicians will track and record their time based on current hourly rates, and this amount will be added to the RPTS invoice. These charges may be avoided by ensuring that your instruments are clean before shipping them to us.

Limited Calibration

For an instrument that is found to have a limited calibration, RPTS will advise the customer regarding its condition. RPTS will proceed with limited calibration upon receipt of customer approval.

M&TE Responsibility

RPTS assumes full responsibility for the care and protection of our customers' equipment while in our possession. HOWEVER, RPTS IS NOT RESPONSIBLE FOR;

- precision dimensional M&TE submitted for service without a protective case, cover, or enclosure.
- damages due to defects in the tool or instrument,
- inherent quality challenges in a unit's material or workmanship, or
- damage occurring during shipments to and from RPTS.

On-Site Calibration Services

- On-Site fees include all travel time, lodging, and the transport of our standards to complete the job.
- Customer to provide suitable calibration area that meets our environmental requirements for proper calibration.
- Customer should schedule the availability of M&TE for calibration as to not cause a delay for techs.
- Estimates/final billing: Preliminary quotes should not be taken as firm fixed pricing. Final invoice will include actual costs for calibration services rendered, mileage, travel, lodging and per diem.
- On-site Rush Services: RPTS provides rush on-site services (pending availability) at the rate of an additional fifty percent (50%) of the standard (quoted) cost. For all non-rush on-sites RPTS must be notified a minimum of three weeks in advance.
- It is the responsibility of the customer to provide safety equipment required to meet site safety regulations.

Warranty

Calibrations are not warranted. They are valid only at the time of calibration. If RPTS has made an error in procedure or our standard is out of calibration, we will re-calibrate your instrument free of charge within 30 calendar days of notification.

RPTS provides a thirty (30) day warranty on repair services performed. If RPTS repairs a tool and an additional problem occurs that was not part of the original repair, it does not qualify as a warranty. Returned items will be evaluated for valid warranty status.

Shipping

Equipment may be shipped to the address at the top of this form, no "attention to" is necessary. Be sure to include your contact information and a list of the tools included. Should your company use a purchase order system, please include your PO as well.