

It shall be evaluated together with the price quotation.

SIGMA CALIBRATION SERVICES LLC

SERVICE AGREEMENT

This Agreement has been prepared in order to fulfill the requirements of the TS EN ISO/IEC 17025 Standard, to eliminate any possible misunderstandings with our valued customers during and after the provision of testing and calibration services, and to provide higher quality services.

By signing the price quotation sent together with this Agreement and submitting it to our company by fax, post, or hand delivery, or by sending the devices for testing and/or calibration, this Agreement shall be deemed accepted.

We thank you in advance for your understanding and cooperation.

Calibration at Your Company

The Customer shall be responsible for providing the necessary occupational health and safety conditions for SIGMA personnel who carry out testing and calibration activities at the Customer's premises.

During the provision of services at the Customer's premises, a responsible person who is knowledgeable in the operation of the equipment to be calibrated shall accompany SIGMA personnel.

Where available, the technical documentation of the equipment undergoing testing or calibration shall be kept with the equipment.

In the event that any equipment undergoing testing or calibration exhibits deviations outside normal limits, the Customer's authorized representative shall be informed, and the decision to continue or discontinue the testing or calibration shall rest solely with the Customer's authorized representative. If, following the performance of testing or calibration on such equipment, no report is requested, fifty percent (50%) of the applicable testing or calibration fee shall be invoiced.

All testing and calibration activities shall be carried out in accordance with the requirements of TS EN ISO/IEC 17025 and the instructions prepared in compliance with applicable national and/or international standards and methods. Any additional requests shall be notified by the Customer's authorized representatives to the personnel performing the testing or calibration prior to their departure from the Customer's premises, and such additional requests shall be reported and invoiced separately.

In the event of any change in the quantities stated in the price quotation, the unit prices specified in the quotation shall remain valid.

If this mutual agreement is approved and, upon arrival for testing or calibration, the services cannot be performed due to reasons attributable to the Customer, the transportation and accommodation expenses incurred shall be invoiced to the Customer.

Testing and Calibration at Our Laboratory

Equipment to be sent for testing and calibration shall be cleaned prior to shipment.

No intervention whatsoever (repair, adjustment, etc.) shall be carried out on the equipment at our laboratory without the Customer's prior approval. The equipment shall be inspected by the Customer before being sent for testing or calibration, and defective or damaged equipment shall not be submitted for testing or calibration.

Upon receipt, the equipment shall be subject to visual inspection only. Visual inspection does not include functional testing, and SIGMA Calibration shall not be responsible for any defects or problems detected subsequently or during the calibration process.

All operating instructions and internal calibration information related to the equipment shall be sent together with the equipment.

If the measurement capacity of the equipment, the requested calibration range, serial/code number, brand, or type is not clearly indicated on the equipment, such information shall be notified to our laboratory.

The equipment shall be delivered by hand and collected again by hand. SIGMA Calibration shall not be responsible for any damage, loss, or similar issues arising from transportation methods other than hand delivery. Unless otherwise specified by the Customer, for equipment not collected by hand, the same transportation method and carrier used for delivery shall be preferred where possible; otherwise, the transportation method and carrier deemed appropriate by SIGMA Calibration shall be selected. In such cases, all risks shall be borne by the Customer.

Equipment sent for calibration shall be packaged securely, preferably in its original packaging. SIGMA Calibration shall not be responsible for any damage arising from improper or insufficient packaging.

General Terms and Conditions

Calibration certificates may not be partially reproduced.

If calibration reports are not requested after the calibration process has been completed, the calibration fee shall still be invoiced. In order to avoid such situations, the Customer shall carefully select the equipment to be submitted for calibration.

In the event that calibration reports delivered to the Customer are lost, approved copies shall be provided. Lost calibration labels shall not be replaced; however, in the case of incorrect labeling, a new label shall be issued only after the return of the original label.

If corrections are required due to typographical errors or omissions in calibration certificates, the report shall be reissued with a revision number added to the original report number. For example, if the original report number is "8888," the first revision shall be numbered "8888-1." The revised report shall be issued only after the original report has been returned.

Provided that prior planning is made, the Customer may audit the calibration activities performed for the Customer, following preparations that ensure the confidentiality of information belonging to other customers, and provided that such audit does not jeopardize the reliability of the calibration activities.

Equipment delivered with a prior appointment and at the scheduled time shall be returned on the delivery date stated in the price quotation. Delays arising from force majeure or extraordinary circumstances within the laboratory shall be notified to the Customer. The Company shall not be held liable for any loss of business or damages resulting from such delays.

Payment terms shall be as specified in the price quotation.

Calibration Reports shall not be delivered until full payment has been received.

Any complaints shall be notified to SIGMA Calibration within one (1) month. In cases where mutual agreement cannot be reached, an expert acceptable to both parties shall be appointed, and the costs arising therefrom shall be borne by the party proven to be at fault.

Upon approval of the price quotation or upon delivery of the equipment to our laboratory, these contractual terms and conditions shall be deemed accepted by the Customer.

Date:

SIGMA Authorized

Signature
Date
Stamp

Customer Authorized

Signature
Date
Stamp