

April 9, 2026

## **CALIBRATION AND REPAIR SERVICES TERMS & CONDITIONS**

All equipment received in our permanent or mobile laboratories for repair and/or calibration services fall under these terms and conditions.

Maxpro prefers a Service Request Form accompanies each piece of equipment detailing the customers contact information, any issues or concerns about the equipment and what services the customer wants provided.

All equipment will be subject to a minimum of 1.5 hours to inspect and estimate.

If the customer does not specify the calibration interval, customer agrees to a 1-year interval for the equipment being calibrated.

The methods Maxpro uses are developed by Maxpro and are based on the current revisions of international, national or industry standards unless otherwise specified. Methods can be reviewed by the customer upon request.

The acceptance criteria of quoted item(s) are based on manufacturers' specification unless otherwise specified.

Maxpro relinquishes responsibility of equipment 30 days from the date the service estimate is provided to the customer, if Customer does not provide instructions on how to proceed. After such time, we will either charge a storage fee or dispose of the equipment at our discretion.

**Maxpro's Decision Rule:**

Maxpro uses a Simple Acceptance decision rule, where the acceptance limit is equal to the tolerance limit, as defined in ILAC G8 when making statements of conformity (e.g., Pass/Fail or In-Tolerance/Out-of-Tolerance). Unless otherwise specified, the Test Uncertainty Ratio (TUR = Tolerance/Expanded Uncertainty) is at least 1:1 dependent on equipment type.

Statements of conformity are not made for the following equipment types: hydraulic, pneumatic, torque multipliers and battery & electric wrenches without a readout.