



STANDARD TERMS & CONDITIONS

We appreciate the opportunity to provide service to your corrosion and materials needs, as your business is important to us. As a "Demand Service" customer, it is important that you are aware of CTL's policy for Demand Service. Please take the time to review the following Terms and Conditions for Demand Service.

New Customers, we require a 50% payment prior to the initiation of work and the balance due before results are released.

Delinquent Customers, we require 50% payment prior to the initiation of work and the balance due before the results are released.

International Customers we require payment in full prior to initiation of work. Funds are to be in US Dollars. Wired funds require a US \$25 Administration fee.

1. Quote is valid for 30 days.
2. A valid purchase order, in advance, is required for all service. Please reference the CTL REF # on the Purchase order.
3. The payment term for service for customers who have secured credit is Net 30 days from date of invoice. No discounts are offered. For quotations in excess of \$2,500, we require 50% payment prior to the release of results and the remaining balance is Net 30.
4. Interest will be added at the rate of 1.5% per month If payment for services and expenses are not received within 30 days. In addition, without liability, services will be suspended until full amounts due for services, expenses and other related charges have been received.
5. CTL's business hours are 8:00AM to 5:00PM, Monday through Friday. Off-Hour Service will be require additional service fees. Services performed during non-standard business hours and days will be subject to additional service fees.
6. The standard of care for all services performed or furnished by CTL will be the normal care and ordinarily used by members of the subject profession practicing under similar circumstances a same rate and in the same locality.
7. CTL agrees to provide a high standard of professional service and will exert its best efforts within the time and funds available for the Work. However, the results of the Work will be advisory and/or experimental in nature. Therefore, in no event shall CTL, its employees and agents have any obligation or liability for damages, including, but not limited to consequential damages, arising out of or in connection with the Customer's use or inability to use the information, apparatus, method or process resulting from this Work.
8. CTL will maintain insurance coverage as required. A certificate of insurance is available upon request. Any additional coverage required above and beyond that listed will be added at the expense of the Customer.

The estimated quote is based on our experience with similar jobs and includes time and materials. Complexity of the problems investigated can vary greatly, significantly impacting the cost of service. Laboratory analysis is, by nature, a discovery process and information collected may alter the course of investigation and the associated costs. Occasionally the cost can be impacted by a significant amount either up or down. Investigation is terminated early because preliminary evidence is convincing, or any other reason, you will be billed at cost (time and materials). If during the course of our analysis, we realize the costs are going to exceed the estimate by more than 15%, we will advise you and give you the option to incur additional costs to meet the original objectives of the investigation, or the option of wrapping up the investigation with the understanding that some or all of the objectives of the investigation will not be met.

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