



Quality

- Essco performs all work in accordance with ISO 9001:2015 and/or ISO/IEC 17025:2017 & ANSI/NCSL Z540-1. The Customer is responsible for meeting the requirements of their particular quality standards as they relate to their industry and measurement/calibration.
- Calibration intervals are assigned by the Customer based on their use, environment and risk. Essco is not liable for improper intervals set by the Customer or instrument manufacturer.
- All Customer certificates and datasheets provided by Essco are available on the secured EsscoNet site.

Delivery and Shipping

- Essco provides pick-up and delivery service and insures Customer instruments from the time they leave the Customer's premises until they are returned.
- Essco requires documentation (packing list, purchase order, etc.) of instruments to be calibrated or repaired at the point of Essco receipt to satisfy the quality standards requirement for control of instrumentation and inventory.
- Essco is not responsible for items such as leads, manuals, accessories, etc. not listed on the Customer purchase order or packing list.
- Essco is not responsible for instruments that arrive damaged due to improper packaging or handling if shipped via carrier.
- The Customer shall provide the Essco driver with a signature of receipt of instruments upon delivery. The driver will not release the instruments without a signature.
- Fee Schedule for Essco Round Trip Van Service
 - \$20.00 within a 30 mile radius
 - \$41.00 within 30 to 50 miles
 - \$48.00 within 50 to 75 miles
 - \$71.00 beyond 75 miles
 - \$15.00 protective packaging fee per container will be charged for instruments shipped by independent carrier. In most cases the Essco Foam Packaging System is used to protect Customer instruments.
 - When using your own carrier such as UPS or Federal Express via corporate account, please indicate if return shipping insurance is required and what the insurance amount should be.
 - Quoted calibration prices do not include shipping charges. Essco is not responsible for any shipping, duties, fees, taxes or custom charges.

Payment Terms

- Prices are subject to change without notice.
- **Terms are strictly Net 30** and are not superseded by PO terms. Past due invoices are subject to a 2% monthly late fee.
- ACH is our preferred method of payment. Email accounting@esscolab.com for bank information.
- Essco accepts MasterCard, Visa and American Express. We do not extend Net 30 terms for credit cards. Credit card payments are due upon receipt of invoice. Email accounting@esscolab.com for secure payment portal.
- Prices stated on quotes and invoices are subject to correction of errors.