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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.

Torque Tools Inc. 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.

Work Order estimates are based on our initial inspection and does not include any additional parts or labor which may be required after the repair work is started, no extra work will be performed without customer approval. If the tool was initially received inoperable, additional repairs may not be identifiable until the tool is in working condition. Additionally, the estimate does not include outbound freight charges.

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

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

Torque Tools Inc. Decision Rule:

Torque Tools Inc. uses a Simple Acceptance decision rule as defined in ILAC G8 when making statements of compliance (e.g., Pass/Fail or In-Tolerance/Out-of-Tolerance). The tolerance limits are not adjusted or guardbanded to account for the expanded measurement uncertainty of the calibration process. The TUR (Test Uncertainty Ratio) is 3:1 or greater unless otherwise specified on the certificate.

* Test Uncertainty Ratio (TUR) is the ratio of the tolerance or specification of a test measurement in relation to the uncertainty in measurement results.