

Prices / Payment Terms

- Our service agreements / quotations quote a unit £ rate for service / calibration per item. We only charge for items we have service or calibrated. If the number of items calibrated / serviced differs from the quotation / agreement we reserve the right to amend the unit price.
- We reserve the right to periodically review and change the prices, prior written notification will be given.
- Our credit terms of payment are 30 days from invoice date.
- Prices exclude VAT.

Field Service Terms

General Terms: Field Service

A qualified technician will attend the equipment at the intervals prescribed in the agreement.

- The charges enumerated in this agreement do not include the repair and/or replacement of defective parts, which will be charged at current prices. Unless otherwise agreed in our service agreement.
- Prices are quoted on the basis that equipment is available and can be serviced / calibrated in one site visit. If additional visits are required they will be charged for at our current contract rates for travelling / working time.
- If the instrument can not be satisfactorily repaired or calibrated on your premises then the equipment will be returned to our works carriage paid or returned by our engineer. An estimate of repair will be submitted for your approval prior to completion of any repair.
- London or other congestion charges / tolls and parking are not included, where applicable they will be charged at cost.

Additional Terms: Field pipette service & calibration

Please ensure pipette tips accompany the pipettes to be tested. For UKAS pipette calibrations only: please contact us before a visit takes place if you have pipette(s) that require testing below 10ul

Additional Terms: Field weighing equipment service and calibration

Weighing equipment with more than one range eg dual range, polyrange instruments will be tested across the range – one set of linearity, repeatability and eccentricity results. If you require these tests to be performed in each range contact us for a quote.

Additional Terms: All UKAS Calibrations

All quotations provided are for “As Found” or “Post Adjustment” calibrations. If you require both, an additional charge of 50% of the calibration charge will apply.

Additional Terms: Ductless fume hood service

Service does not include the removal of any used filters. Customer must make own arrangements with a certified hazardous waste removal company inline with current waste disposal legislation.

Termination of Field Service Agreements

Providing a high level of service to all our customers relies upon us being able to plan workloads well in advance. This agreement can be cancelled by either party at any time without incurring a cancellation charge, providing the following conditions are met :

- Notice is given in writing confirming that the agreement should be terminated.
- The above notice should be received at least six months prior to the next scheduled service visit.

Failure to give the aforementioned notice will result in a cancellation fee equivalent to the value of the preventative maintenance visit. Any sums due on termination of this agreement are to be paid within 30 days of the date of termination or within 30 days of invoice date, whichever is earlier.

Back to Base Service Terms

- A qualified technician will attend the equipment when sent back by customer to EI calibration labs.
- Prices for service and calibration work will be carried out at our current list prices (available on request) unless otherwise detailed in our quotation.
- Customer is responsible for sending equipment to our labs. Cost of returning pipettes is included in the quoted price. Cost of returning other equipment is not included and will be charged (based on total weight) in addition.
- If a weight requires adjustment an additional charge of 50% of the calibration charge will apply.

Our General Terms of business also apply and can be downloaded at our web site www.ei.co.uk or to request a copy call 01865 750375 or email sales@ei.co.uk