



Corrosion Testing Laboratories, Inc.

CTL REF #

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 [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.

TERMS AND CONDITIONS

1. A valid purchase order, in advance, is required for all service. Please reference the CTL REF # on the purchase order.
2. Service rates are per the current published Price List.
3. The payment term for service for customers who have secured credit is Net 30 days from date of invoice. No discounts are offered. If payment for services and expenses are not received within 30 days, interest will be added at the rate of 1.5% per month from said 30th day. In addition, without liability, services will be suspended until full amounts due for services, expenses, and other related charges have been received.
4. For new Customers, we require a satisfactory Dun and Bradstreet (D&B) rating to open an account, and we require 50% payment prior to the release of results. The terms for the remaining balance are net 30. If a satisfactory D&B rating is not available, we require 50% payment prior to the initiation of work and the balance due before results are released.
5. For delinquent Customers, we require 50% payment prior to the initiation of work and the balance due before results are released.
6. For quotations in excess of \$2,500, we require 50% payment prior to the release of results, and the remaining balance is net 30.
7. For International Customers we require payment in full prior to initiation of work. Funds are to be in US dollars. Wired funds require a US\$20 administrative fee.
8. CTL's business hours are 8:00AM to 5:00PM, Monday through Friday. Off-Hour Service will be provided and charged at 1.5X current rates.
9. The standard of care for all services performed or furnished by CTL will be the normal care and skill ordinarily used by members of the subject profession practicing under similar circumstances at the same time and in the same locality.
10. 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.
11. 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.