

## NON STOP WORK SERVICE

The “Non Stop Work” service wants to guarantee FOR TEST Customers the total production continuity. By our warehouses FOR TEST gives the Customers supporting the Non Stop Work service a substitute instrument with the same characteristics of that already in their possession. In case there is an eventual malfunction that can be attributed to every kinds of causes, the Customer will receive the instrument in substitution within the times shown in table 1 and will enjoy the same one for the time necessary to the reparation. The service is applicable to the product line listed in table 1.

### SERVICE QUALITY

- Technical advice and constant norms
- During all the repair cycle it will be deliver an identical instrument as a substitute for that which must be repaired
- Shipping bond of the instrument in substitution within the times shown in table 1
- Facilitated prices on the reparations not covered by guarantee
- Facilitated price on the calibration references with a certificate giving
- Free firmware/software update service on the repaired instrument

### SERVICE VALIDITY

- The service is valid for a year, except August and the rent is subjected to the annual review at its expiry.
- The annual rent billing of the service agreement is advanced to the signature of the same one, with a 30 days payment from invoice date, through cash order; For Test reserves it own right to suspend the assistance in case of payment happened in not estimated terms.
- The contract is silently considered renewed year by year; the Customer must eventually give notice to terminate the same one with a registered letter sent to For Test with at least 60 calendar days in advance on the expiry reported on the contract.

**Table 1:** rents and delivery times

INSTRUMENT	ANNUAL RENT	DELIVERY TIMES
ET99W	1100 €	2days
ET99W-CIL	1300 €	2days
ET99W-COM	1200 €	2days
ET99W-PC	1300 €	2days
ET99W-DF	1300 €	2days
ET98W	1450€	3days
ET97W	1600€	3days
ET96W	1300 €	2days
ET07	700 €	2days

<sup>1</sup> The delivery times here shown must be interpreted as working days, for Calabria Sicilia and Sardegna localities and the delivery service could have a delay of 1 day for the zones which are difficult to reach for.