



GLASS SCALE METROLOGY

The following terms and conditions should be considered:

These Terms and Conditions govern the provision of testing services performed by Glass Scale Metrology LLC (GSM) and apply to all interactions with clients concerning these services.

1. Scope of Services

GSM offers dimensional testing services. Services are performed in accordance with the agreed specifications and standards.

2. Client Responsibilities

Clients must provide all necessary documentation, specifications, and samples required for the testing services. Clients are responsible for ensuring that the information and samples provided are accurate and sufficient for the intended services.

3. Confidentiality and Data Protection

GSM commits to maintaining the confidentiality of all client information and test results, except where required by law to disclose such information. All data is handled in compliance with applicable data protection laws.

4. Quality Assurance

All services are performed under the stringent guidelines of ISO 17025:2017 to ensure high-quality and reliable results.

5. Results and Reporting

Test and calibration results are reported in formats agreed upon with the client. Any anomalies or deviations observed during the service execution will be promptly reported to the client for resolution.

6. Complaints and Dispute Resolution

Any complaints regarding the services provided must be submitted in writing within 30 days of service completion. GSM will investigate all complaints and strive to resolve them satisfactorily.

7. Termination of Services

Either party may terminate the agreement with written notice if the other party fails to comply with any terms and conditions outlined herein, provided such breach remains uncured for 30 days following written notification.

8. Modification of Terms

These terms may be modified only by a written amendment signed by authorized representatives of both GSM and the client.

9. Governing Law

These terms and conditions are governed by the laws of the jurisdiction in which GSM operates.

10. Payment of service

All payments due within 30 days of completion of services.