



Micro Precision Calibration Sdn. Bhd.  
 6, Jalan Kelisa Emas,  
 Taman Kelisa, Seberang Jaya,  
 13600. Penang Malaysia.  
 Tel : (+604) 399 5100  
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### Calibration Quote

<b>Customer Info. ( GALAXY AEROSPACE MY )</b>  Requestor : Nur Afrina Azhar Khan  Customer Name : GALAXY AEROSPACE (M) SDN. BHD.  Address : SUITE 11-14, HELICOPTER CENTER, MALAYSIA INTERNATIO, SULTAN ABDUL AZIZ SHAH AIRPORT , SUBANG, SELANGOR, 47200, Malaysia  Telephone No. : 03-7455 0555  Email : afrina@galaxyaerospace.my	Sales Person: RAVI SHANKER  Quoted By: VICTORIA KRYSTAL DHAMODARAN  Quoted No: GAL-Q-082123-MY-VIC  Date Quoted : 8/21/23  Subject : CALIBRATION SERVICE QUOTATION  PO No. :  Terms : NET 30
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Manufacturer	Model	Serial	Asset ID	Description	Cycle	Type	Qty	Unit Price	Total
FLUKE	1587	50600127	CTE/126	INSULATION MULTIMETER	12 Months	Accredited Calibration	1	MYR 100.00	MYR 100.00
SNAP ON	QD3R250A	220120674	CTE/124	TORQUE WRENCH 50 - 250 FT LB	12 Months	Accredited Calibration	1	MYR 150.00	MYR 150.00
	SAURA	16768-004	CTE/14	HANDBEARING COMPASS HB-65G (LANDING COMPASS)	12 Months	NO CAPABILITY	1	MYR 0.00	MYR 0.00

Total Quantity. : 3  
 Total Line Items : 3

Sub-Total Cost : 250.00 MYR

Tax (6.00%) : 15.00 MYR

**Quoted Total : 265.00 MYR**

**Special Customer Instruction:**

- \* If in case the units are found to be out of tolerance or with limited reading and the customer decides to have the units be Returned As Is (RAI), we will charge 50% of the Calibration cost.
- \* If in case the customer wishes to receive a calibration certificate and data sheet for failed units, we shall charge 100% of the calibration cost.

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## Calibration Quote

### Customer Acknowledgement

#### Turn Around Time:

- Calibration Time Required: 5 to 7 working days unless otherwise specified.
- Turn-around time is assessed and based on the availability of standards and personnel to perform the calibration service.

#### Method Used:

- If no other calibration method is specified by the customer, MP will use manufacturer, military, internationally recognized industry standard (ASTM, NIST, OML, etc.), or MP locally developed calibration procedure will be utilized based on availability.

#### Statements of Pass or Fail Conformance:

The uncertainty of measurement will be taken into account when determining compliance with specification, as per ILAC-G8:03/2009. All measurements and test results guard banded to ensure the probability of false-accept does not exceed 2% in compliance with ANSI/NCCL Z540.3-2006.

The status of compliance with the acceptance criteria will be reported as:

**PASS** - Compliant with specification;

**FAIL** - Not compliant with specification.

**FAIL<sup>2</sup>** - The measured value is not within the acceptance limits. However, a portion of the expanded uncertainty of measurement at 95% is within the specified tolerance.

**PASS<sup>2</sup>** - The measured value is within acceptance limits. However, a portion of the expanded uncertainty of measurement at 95% exceeds the specified tolerance.

The expanded uncertainty of measurement is stated as the standard uncertainty of measurement multiplied by the coverage factor  $k=2$ , which for a normal distribution corresponds to a coverage probability of approximately 95%, unless otherwise stated. The calibration report to be issued is compliance with ISO/IEC 17025:2017 and ANSI/NCCL Z540.3-2006 Method 6-Guard Bands based on Test Uncertainty Ratio.

#### Calibration Interval:

- Customer to advise calibration intervals for equipment. MP will use Manufacturer's suggested interval or 12 months interval on calibrations done unless otherwise specified by customer.

#### Calibration Subcontracting:

- Calibration subcontracting will be completed by an MP Accredited Vendor or Supplier, if it is required.
- All subcontracted calibrations shall be approved in advance by Customer.

#### Limited Calibration:

- For units that are found to have a limited calibration, MP will advise customer regarding its condition.
- MPC will proceed with limited calibration upon receipt of customer approval.

#### Units Found Out of Tolerance or Defective:

For units that are found to be out of tolerance or defective, MP will notify customer regarding its condition. MP will proceed with failed calibration upon receipt of customer approval.

#### On-Site Calibration Service Notes (When Applicable):

- On-Site fee includes all travel, lodging, and transport of our standards to do the job.
- Customer to provide suitable calibration area that meets our environmental requirements to do the job.
- Customer should schedule the availability of their equipment for calibration as to not caused delay.

#### Equipment Adds or Reductions:

- Customer can add equipment during On-Site calibration services. This request must be done in writing and approved by the customer.
- Customer must agree to amend their current purchase order to include the additional equipment or issue a new PO for the additional equipment.
- Customer may reduce the agreed total order value by 5% without incurring any additional On-Site fee. More than 5% reduction of total order value may result in higher On-Site Fee.

#### Limited Liability:

- Micro Precision Calibration's liability here-under shall be limited to the repair, restoration, or replacement of equipment items to the condition in which were received by Micro Precision Calibration upon pickup and/or serviced at the Customers facility.
- In no event shall Micro Precision Calibration be liable for any special, indirect, incidental, consequential or liquidated, penal or any economic loss / damages of any character, including, but not limited to loss of the customers property lost profits or lost production, whether claimed by the customer or by third party, irrespective of whether claims or actions for such damages are based upon agreement, warranty, negligence, strict liability or otherwise.

#### Customer Approvals:

- A purchase order from the customer based on this quote is recognized as an approval for MP to do calibrations based on all the requirements that was discussed in this document.
- By signing the customer confirmation field of this quotation will be recognized also as an approval for MP to do calibrations based on all the requirements that will be discussed in this document and invoice the calibration cost base on the agreed payment terms above upon completion of the service.

### Division Notes

#### Notes

##### 1. General

- 1.1. Unless otherwise agreed in writing or except where they are at variance with:
  - a) The regulations governing services performed on behalf of government bodies or any other public entity or
  - b) The mandatory provisions of local law, all offers made or services provided by Micro Precision Calibration Sdn. Bhd or its affiliated companies or any of their agents (each a "Company") and all resulting contracts or others arrangements shall be governed by these general conditions of service (hereinafter the "General Condition")
- 1.2. The company may perform services for persons or entities (private, public or governmental) issuing instructions (hereinafter, the "Customer").
- 1.3. Unless the Company receives prior written instructions to the contrary from Customer, no other party is entitled to give instructions, particularly on the scope of calibration and/or repair services, testing and/or audit or the delivery of reports or Calibration Certificates (the "Report") resulting there from. Customer hereby irrevocably authorizes the Company to deliver Reports to a third party where so instructed by Customer or, at its discretion, where it implicitly follows from circumstances, trade custom, usage or practice.

##### 2. Provision of Services

- 2.1. The Company will provide services using reasonable care and skill and in accordance with Customer's specific instructions as confirmed by Company or, in the absence of such instructions:
  - a) The terms of any standard confirmation form of the Company; and/or
  - b) Any relevant trade custom, usage or practice; and/or
  - c) Such methods as the Company shall consider appropriate on technical, operational and/or financial grounds
- 2.2. Reports issued further to the testing/calibration/audit contain the Company's opinion on those equipment(s) only and do not express any opinion upon the environment of those which the equipment(s) were originated.
- 2.3. Reports issued by the Company will reflect the facts as recorded by it at the time of its intervention only and within the limits of the instructions received or, in the absence of such instructions, within the limits of the alternative parameters applied as provided for in clause 2(a). The Company is under no obligation to refer to, or report upon, any facts or circumstances which are outside the specific instructions received or alternative parameters applied.
- 2.4. The Company may delegate the performance of all or part of the services to an agent or subcontractor and Customer authorizes Company to disclose all information necessary for such performance to the agent or subcontractor.
- 2.5. Should Company receive documents reflecting engagements contracted between Customer and third parties or third party documents, such as copies of sale contracts, letters of credit, bills of lading, etc, they are considered to be for information only, and do not extend or restrict the scope of the services or the obligations accepted by the Company.
- 2.6. Customer acknowledges that the Company, by providing the services, neither takes the place of Customer or any third party, nor releases them from any of their obligations, nor otherwise assumes, abridges, abrogates or undertakes to discharge any duty of Customer to any third party or that any third party to Customer.

##### 3. Obligations of Customer

###### The Customer will:

- 3.1. Ensure that sufficient information, instructions and documents are given in due time (and, in any event not later than 48 hours prior to the desired intervention) to enable the required services to be performed;
- 3.2. Procure all necessary access for the Company's representatives to the premises where the services are to be performed and take all necessary steps to eliminate or remedy any obstacles to, or interruptions in, the performance of the services;
- 3.3. Supply, if required, any special equipment and personnel necessary for the performance of the services;
- 3.4. Ensure that all necessary measures are taken for safety and security of working conditions, sites and installations during the performance of services and will not rely, in this respect, on the Company's advice whether required or not;
- 3.5. Inform Company in advance of any known hazards or dangers, actual or potential, associated with any order or samples or testing including, for example, presence or risk of radiation, toxic or noxious or explosive elements or materials, environment pollution or poison;
- 3.6. Fully exercise all its rights and discharge all its liabilities under any relevant sales or other contract with a third party and at law.

##### 4. Fees and Payment

- 4.1. Fees not established between the Company and Customer at the time the order is placed or a contract is negotiated shall be at the Company's standard rates (which are subject to change) and all applicable taxes shall be payable by Customer.
- 4.2. Unless a shorter period is established in the invoice, Customer will promptly pay not later than 30 days from the relevant invoice date or within such other period as may be established by the Company in the invoice (the "Due Date") all fees due to the Company failing which interest will become due at a rate of 1.5% per month (or such other rate as a may be established in the invoice) from the due date up to and including the date is actually received.
- 4.3. Customer shall not be entitled to retain or defer payment of any sums due to the Company on account of any dispute, counter claim or set off which it may allege against the Company.
- 4.4. Company may elect to bring action for the collection of unpaid fees in any court having competent jurisdiction.
- 4.5. Customer shall pay all of the Company's collection costs, including attorney's fees and related cost.
- 4.6. If the Company is unable to perform all or part of the services for any cause whatsoever outside the company's control including failure by Customer to comply with any of its obligations provided for in clause 3 above the Company shall nevertheless be entitled to payment of:
  - a) The amount of all non-refundable expenses incurred by the Company; and
  - b) A proportion of the agreed fee equal to the proportion of the services actually carried out.

The Company shall be entitled to immediately and without liability either suspend or terminate provision of the services in the event of:

- 5.1 Failure by the Customer to comply with any of its obligations hereunder and such failure is not remedied within 10 days that notice of such failure has been notified to Customer; or
- 5.2 Any suspension of payment, arrangement with creditors, bankruptcy, insolvency, receivership or cessation of business by Customer.

##### 6. Liability and Indemnification

###### 6.1. Limitation of Liability:

- a) The Company is neither an insurer nor a guarantor and disclaims all liability in such capacity. Customers seeking guarantee against loss or damage should obtain appropriate insurance for storage and transit risks.
- b) The Company provides logistic service (pick-up/delivery service) to complement the calibration service therefore, the Company is not liable for any accident or damage or both claim(s).
- c) Reports are issued on the basis of information, documents and/or samples/equipment provided by, or on





### Calibration Quote

behalf of, Customer and solely for the benefit of Customer who is responsible for acting as it sees fit on the basis of such Reports. Neither the Company nor any of its officers, employees, agents or subcontractors shall be liable to Customer nor any third party for any actions taken or not taken on the basis of such Reports nor for any incorrect results arising from unclear, erroneous, incomplete, misleading or false information provided to the Company.

d) The Company shall not be liable for any delayed, partial or total non-performance of the services arising directly or indirectly from any event outside the Company's control including failure by Customer to comply with any of its obligations hereunder.

e) The liability of the Company in respect of any claim for loss, damage or expenses of any nature and howsoever arising shall in circumstances exceed a total aggregate sum equal to 5 (Five) times the amount of the fee paid in respect of the specific service which gives rise to such claim or RM3,000.00 (Ringgit Malaysia Three Thousands), whichever is the lesser.

f) The Company shall have no liability for any indirect or consequential loss (including loss of profits).

g) In the event of any claim, Customer must give written notice to the Company within 15 days of discovery of the facts alleged to justify such claim and, in any case, the Company shall be discharged from all liability for all claims for loss, damage or expenses unless suit is brought within 6 (six) months from:

g.1 The date of performance by the Company of the service which gives rise to the claim, or

g.2. The date when the service should have been completed in the event of any alleged non-performance

h) Indemnification: Customer shall guarantee, hold harmless and indemnify the Company and its officers, employees, agents or subcontractors against all claims (actual or threatened) by any third party for loss, damage or expenses of whatsoever nature including all legal expenses and related costs and howsoever arising relating to the performance, purported performance or non-performance, of any services.

7. Miscellaneous

7.1. If any one or more provisions of these General Conditions are found to be illegal or unenforceable in any respect, the validity, the legality and enforceability of the remaining provisions shall not in any way be affected or impaired thereby.

7.2. During the course of providing the services and for a period of one year thereafter Customer shall not directly or indirectly entice, encourage or make any offer to Company's employees to leave their employment with the Company.

7.3. Use of the Company's corporate name or registered marks for advertising purposes is not permitted without the Company's prior written authorization.

8. Governing Law, Jurisdiction and Dispute Resolution

All disputes arising from the provision of services hereunder shall, if:

8.1 Provided by the Company to a Customer both having their offices in the same country, be governed by and construed in accordance with the laws of such country and all disputes shall be submitted jurisdiction of the competent courts of the country

9. Terms Acceptance

9.1 If Buyer has submitted an offer in any form including purchase order, containing Buyer's own terms and conditions then unless Buyer assents to the Terms and Conditions hereof, this is a rejection of Buyer's offer. If the buyer treats the Term and Condition hereof in Buyers acceptance, MPC's failure to object to provisions contained in any order or other communication from Buyer shall not construed as a waiver of Terms and Conditions hereof, nor an acceptance of any such provisions.

**If no other calibration method is specified by the customer, manufacturer or military method will be utilized, based on availability.**

**LEVELS OF CALIBRATION CERTIFICATION OPTIONS:**

1. Commercial Calibration Report: Calibration is performed with NIST traceable standards. Full data is reported if instrument is found out of tolerance.
2. Z540 Calibration Report: Calibration is performed with NIST traceable standards in full compliance of ANSI Z540-1. Full data is recorded and shown on the certificate of calibration.
3. 17025 Accredited Calibration Report: Instrumentation is calibrated in accordance with ISO/IEC 17025:2005 and within our scope of accreditation. Certificate of calibration includes full data reporting and uncertainty calculation.

**CUSTOMER CONFIRMATION : I hereby accept all the conditions discussed in this quotation and allowing Micro Precision Calibration Sdn. Bhd. to proceed calibration of our instruments.**

Name : \_\_\_\_\_  
 Quote No: GAL-Q-082123-MY-VIC \_\_\_\_\_  
 Title : \_\_\_\_\_

PO # : \_\_\_\_\_  
 Total: 265.00 MYR \_\_\_\_\_  
 Signature: \_\_\_\_\_

