



MBG Non-Destructive Testing Solutions (Pty) Ltd

Unit 20 Barn Lodge, 862 Thrush Avenue, Boskruin Ext 41, 2188

Tel No: +27 061 451 0685

Alternative Mobile Nos: Bruce: +27 84 373 7515 Graeme: +27 84 032 3056

E-mail: enquires@mbg-ndt.com

Website: www.mbg-ndt.com

TERMS AND CONDITIONS

With the reintroduction of load shedding by Eskom, it is imperative that the client contacts us as soon as they receive their load shedding schedule.

We cannot be held responsible for ensuring that plants or operations are running. If we haven't been notified of load shedding and we arrive on-site, then we will charge for the survey.

Due to the number of surveys being cancelled on the day of the survey, due to planned maintenance, the following will apply

Cancellation of Survey:

If a survey is cancelled 48 hours in advance of the agreed upon date, No Charge will be incurred.

If a survey is cancelled 24 hours in advance of the agreed upon date, a 50% Charge of the Quoted Amount will be incurred.

If a survey is not cancelled and we arrive on site 100% Charge of Quoted Amount will be incurred and a new Quote will be submitted for the new survey date.

Rates

Short Term Surveys (Duration 1 Day)

The day rate quoted includes an onsite survey and all reasonable reporting time (10 Hours). The normal reporting time is equivalent to the survey time. Where necessary and dependent on the report complexity, the charge for reporting could increase.

The half-day rate quoted includes an onsite survey and all reasonable reporting time (6 Hours). The normal reporting time is equivalent to the survey time. Where necessary and dependent on the report complexity, the charge for reporting could increase.

Long Term Surveys (Duration 2 Days and over)

The day rate quoted includes an onsite survey and offsite reporting (10 hours per day regardless of location).

The number of offsite reporting days will be discussed at the start of the survey and arranged between "the Company" and the "Client".

Overtime rates will apply to all work outside our normal working hours of 08:00 to 17:00 Monday to Friday.

Additional Hours:

Additional hours (at R700.18 excluding VAT, per hour) will be charged where exceptions are encountered.

The above price is based upon clear & uninterrupted access during normal working hours.

To ensure an accurate survey to be conducted all equipment, plant, etc. must have been running for a minimum of 4 hours prior to the start of the survey. This applies when we arrive on-site and equipment needs to be started.

Waiting Time:

Before the start of a booked survey:

Waiting time of 1 hour will not be charged for, thereafter waiting time will be charged for at the above rate for a maximum of 2 hours after which we will leave the site and the survey will have to be rescheduled.

During the booked survey:

Waiting time, during the normal working time will be charged at the above rate. An initial 1 hour waiting time will be at no charge.

Requested Survey Times:

We will endeavour to meet with specific survey times. For example, we will book an afternoon survey or early morning if required. The client is responsible for giving clear instructions in this regard. The client must also consider the "site time" required to conduct the survey to ensure that overtime rates aren't charged. Afternoon Surveys can only be conducted if the operation has not been shut down during the lunch period.

Completion of Survey:

If the survey cannot be completed in the time allocated, then the following will occur.

Factors outside of either party's control e.g., weather. A suitable time for the completion of the survey will be rescheduled at a negotiated cost. There might be occasions when this will be done at no cost. The report will be sent after the completion of the complete survey.

Normal payment terms apply.

Factors influenced by MBG Non-Destructive Testing Solutions (Pty) Ltd, e.g., breakdown of the imager. If for any reason the thermographer must leave a site, a suitable date and time will be negotiated for the completion of the survey. This continued survey will be done at no extra cost to the client. The client has the option of receiving a report with the completed areas and then a follow-up report or receiving a full report when the survey is completed.

Normal payment terms apply.

Factors influenced by the Client e.g., Support staff called away. If for any reason the client cannot accommodate the thermographer to complete the survey, then a negotiated date and time will be agreed upon. The client will receive a report of the areas surveyed. A second report will be produced after the survey is completed for those areas not covered in the first report.

Unless otherwise agreed upon the client will be billed for the survey in full after the first part of the survey is completed. The payment terms are then still in force.

We do understand that at times it is difficult and impracticable for the client to ensure that nothing interferes with the survey and therefore we will always look at a negotiated payment in these cases.

PLEASE NOTE THAT IF AFTER NEGOTIATIONS A DATE IS SET AND THEN THE FOLLOW-UP DATE IS NOT KEPT, WE RESERVE THE RIGHT TO CHARGE FOR THE EXTRA TIME FOR THE SURVEY.

Note: In the event of strike action that prevents thermographic surveys from being carried out we reserve the right to charge for the time lost.

Conducting of the Survey – Thermographer’s and Client’s Responsibilities

As per our Managing Director, (a Certified Category 3 Thermographer), it is imperative to open all boards, panels, and guards to ensure that there are no faults. Our price allows for this to be done.

IT IS IMPERATIVE THAT ALL PARTIES UNDERSTAND THAT A THERMOGRAPHIC SURVEY IS CONDUCTED WHILST THE EQUIPMENT AND/OR OPERATION IS FULLY OPERATIONAL.

Thermographer’s Responsibilities:

The thermographer is required to carry out the survey in such a way that is safe and does not endanger himself, the personnel, or the operation. The Survey is thus a non-destructive survey and as such only qualified personnel should be in the area being surveyed.

The thermographer will immediately stop the survey should he encounter anything that he deems to be of a danger to any of the above. He will report the situation to the relevant person of the client.

The thermographer will ascertain with the client whether the survey can continue after a repair has taken place or must be rescheduled.

The thermographer, at his discretion, can check for load using our **FLIR VP52** non-contact voltage detector to ensure that we survey all areas and can check for areas that appear to have no load.

Client’s Responsibilities:

As per ISO18434 (General Procedures) & ISO18436 (Training & qualifications) standards, and the laws governing the opening of equipment, it is the responsibility of the client to ensure that a qualified person either opens all doors, panels, and guards prior to the start of the thermographic survey or else that a qualified person accompanies the thermographer to undertake this duty. It is the responsibility of the client to also ensure that the guards, doors, and panels are replaced and locked, as required, after the completion of the survey.

The client must also supply a qualified person to start, operate or move any machinery during the survey.

Site and Safety Inspections:

If there is a requirement to undertake a site or safety inspection prior to or on the day of the Thermographic Survey (Risk Assessment rating) then the time for this will be charged to the client at the current hourly rate. This will be signed for by the responsible person and shown on a separate Job Card.

Should a Safety Inspections (Risk Assessment rating) be conducted on the day of the Thermographic Survey and due to the ratings obtained the Thermographic survey is cancelled then the client could be charged for the Thermographic Survey (See cancellation clause). The Thermographic Survey will then need to be rescheduled at a time that the ratings will allow.

Reporting:

Reporting is done off-site so that the thermographer can analyse the images and report on them without interference. The cost of this is shown in the quote on a separate line item.

The time taken to produce a report depends on the complexity of the report and not the period spent on site.

Due to the various methods of reporting this quote is based on an industry-standard in which all items surveyed are shown by a digital image. Those items that are construed as having a fault will have a digital and thermographic image. Reports of this kind will be available after 72 hours.

For more complex reports, especially those where the client requires a digital and thermographic image for all items, **whether there is a fault or not**, the costs will be considerably higher and the time between the completion of the survey and the completion of the report will be extended.

PLEASE NOTE DUE TO THE COMPLEXITY OF A REPORT THAT SHOWS A THERMAL IMAGE WHERE THERE IS NO FAULT, IT NEEDS TO BE INTERPRETED BY A HIGHLY SKILLED PERSON. WE DON'T RECOMMEND THESE REPORTS UNLESS THERE HAS BEEN FULL CONSULTATION PRIOR TO THE ACCEPTANCE OF THE QUOTE.

It has been brought to our attention that companies supplying audits for our clients are rejecting the standards of thermographic reports produced. Unless the person conducting the audit is a qualified & certified Category 3 thermographer and the rejection is based on expert field experience, we suggest that our clients contact us and arrange a meeting with ourselves, the auditing company, and themselves before taking any action in this regard.

We supply a hard copy of the report for all surveys. Reports are uploaded onto the secure customer portal at no extra cost.

Current Survey Trending Report:

If required a trending report can be supplied with every report. This is at the additional cost of **R683.24** excluding VAT per hour. IF required then 1 hour will be shown on the quote for this item. If for any reason the hour should be exceeded, then the additional cost will be added at the time of invoice.

Please note: to establish trending and creating the template for the trending report will be quoted on separately and the cost will be established based on the complexity of setting up and capturing the data.

Medicals, Drug Testing, Inductions, Special PPE Equipment, and Clothing:

Inductions:

Where the onsite induction takes an hour or less there is no cost to the client.

If general inductions are required and these take more than 1 hour then the induction time will be quoted separately, unless specifically request to be included by the client. The minimum charge will be for 8 hrs at **R6500.00** excluding VAT per day excluding travel time, mileage and tolls.

Medicals:

The cost of medicals will be quoted separately unless specifically request to be included by the client. The minimum charge will be **R6500.00** excluding VAT per day excluding travel, mileage, and tolls

Polygraphs:

The cost of polygraphs will be quoted separately unless specifically request to be included by the client. The minimum charge will be **R6500.00** excluding VAT per day excluding travel, mileage, and tolls

Covid 19:

The company adheres to all Government laws regarding Covid 19 protocols. The company will abide by any Covid protocols regarding screening by the client before company employees are allowed onto a client's site.

Any Covid test other than those supplied free of charge by the client or the Government will be charged to the client at cost on a separate invoice.

Special PPE Equipment and Clothing:

MBG Non-Destructive Testing Solutions (Pty) Ltd will supply its staff with Standard PPE Equipment and Clothing for use on all sites (A list is included in the Safety File).

The cost of additional Special PPE Clothing (Survive ARC 12.4 Kelvin Jacket and Long Trousers, 8.4 Kelvin Long Sleeve Shirt), special Ceramic toe Safety boots, and any specialised breathing equipment or face screens or any other non-standard PPE will be quoted separately.

The client can supply the special PPE clothing and equipment at their own expense if so required.

Safety File:

MBG Non-Destructive Testing Solutions (Pty) Ltd will supply 1 Safety file to a client, relative to thermographic surveys in our standard format, at no cost. This will be done on request for a safety file from the client.

If the client requires extra copies, then these will be charged at a negotiated price.

If the client does not accept our safety file and requires it in their own format, then the client will be quoted on producing the file in that format. The cost for this will be **R6500.00** excluding VAT.

Payment Terms: Surveys & Reporting

ALL QUOTED AMOUNT ARE EXCLUSIVE OF VAT.

Payment terms are 30 days net from the date of invoice unless otherwise agreed.

Due to the financial strain placed on the business by late payment of accounts, we will now automatically charge interest at the current legal maximum rate on ALL overdue amounts.

Prices are based on payment by EFT. NON-EFT payments will result in additional bank charges, and these will be shown on the next month-end statement.

Placement of order infers acceptance of terms and conditions.

The quote is issued in a currency, normally Rand, unless otherwise requested. Payment is then expected in the currency quoted.

Foreign Account Payments

Where foreign currency is quoted the exchange rate will be given and payment is expected at that exchange rate regardless of the ruling rate at the time of payment.

Where foreign currency is quoted the payment is expected to be made in time for the relevant exchange controls can be implemented within the agreed terms of payment, thus ensuring that the amount due appears in our account on or before that due date.

Please note that a credit application must be completed prior to the first survey.

Payment Terms: Equipment

ALL QUOTED AMOUNT ARE EXCLUSIVE OF VAT.

Payment terms are 50% with order and balance to be reflected in our Business Account 2 days prior to collection by MBG Non-Destructive Testing Solutions (Pty) Ltd from supplier or Handling Agent

Prices based on payment by EFT. NON-EFT payments will result in additional bank charges, and these will be shown on the next month end statement.

Placement of order infers acceptance of terms and conditions.

The quote is issued in a currency, normally Rand, unless otherwise requested. Payment is then expected in the currency quoted.

Foreign Account Payments

Where foreign currency is quoted the exchange rate will be given and payment is expected at that exchange rate regardless of the ruling rate at time of payment.

Where foreign currency is quoted the payment is expected to be made in time for the relevant exchange controls can be implemented within the agreed terms of payment, thus ensuring that the amount due appears in our account on or before that due date.

Please note for new accounts that a credit application must be completed prior to the first order.

For: MBG Non-Destructive Testing Solutions (Pty) Ltd

Signature: _____ Date: _____

**G (Graeme) K Stewart
Managing Director**

For: (Clients Company Name) _____

Name and Signature: _____

Date: _____

Designation: _____

We look forward to being of service to you.