



APEX INSPECTIONS INC.

PROFESSIONAL NDT SERVICES

Client Agreement

By accepting services from Apex Inspections, Inc. ("Apex"), the "Client" agrees to comply fully with this documented Client Agreement ("Agreement", "Terms"). Acceptance of Apex's services shall constitute as an acknowledgment, as acceptance, and is binding to this Agreement.

Client: As used herein the term "Client" shall also include all users, customers, subscribers, affiliates, resellers, or others who sign up for, request, use or obtain services or products from Apex.

Scope of Services: Since 1998 Apex Inspections has been servicing the non-destructive needs of the Aerospace and Industrial sectors. Apex is an ISO 17025:2015 accredited FAA / EASA Certified repair station (CRS# X5IR125Y / #145.6775) NDT/NDI lab located in the Dallas-Fort Worth Metroplex and routinely travels all over the world. With fully equipped mobile NDT labs, and a dedicated receiving and shipping area, Apex can receive, inspect, certify, and return Client's components quickly at a competitive rate. Apex Inspections professional, efficient, and customer driven team is trained in Ultrasonic Bond Testing, Borescope, Eddy Current NDT, Liquid Penetrant NDT, Magnetic Particle NDT, Magneto-Optical (MOI), Material Hardness (HB, HRB, HRC), Radiographic NDT, Remote Visual/Borescope, Ultrasonic NDT.

Rates: Hourly rates for services vary based on the job scope, including: Non-Destructive Testing/Inspection needs, travel, time, materials used, etc. Depending on the job scope, weekend rates can increase from time-and-a-half and up to double time. Estimates can be given for all job requests.

Appointments: Client shall request jobs as soon as needs are known via phone or email. Apex makes every effort to complete the job on the day the client request job completion.

Charges & Payment: Jobs shall be estimated according to the above-mentioned Scopes and Rates. Apex makes every effort to provide accurate estimates, but due to the varying nature and unpredictability of different projects, it is not possible to give an exact rate.

Payment is due by the due date listed on the invoice/estimate. Late fees, ranging from 2% to 10%, will be applied to outstanding balances beyond the due date. If balances remain unpaid, the account will be turned over to collections (the Client will be responsible for any collection agency fees, late fees, and additional applicable service fees) and all future service will be paid at the estimate rate prior to the job beginning. Variances to the estimated rate will be settled in full at the time of inspection completion and prior to receipt of NDT reports.

Apex accepts payments via check, credit card, wire transfers, and ACH payments. At the Client's written request, Apex can securely retain a copy of the Client's credit card for automatic payments. A fee of up to \$35 may be charged for any returned check.

Documentation: Every effort is made to provide documentation at job completion. Due to the varying nature and unpredictability of different projects, it is not always possible to provide this service. All documentation will be provided within five business days of job completion. Clients can request digital copies of documentation. All records will be securely stored on site for two years and off site for five additional years.

Changes: Apex has the sole discretion and right to modify or replace these Terms at any time. If a revision is completed Apex will make every effort to provide a written notice 30 days prior to any new terms taking effect.

Contact: If you have any questions about these Terms, please contact Apex Inspections at 972-418-5672 or via email at ClientServices@ApexInspectins.com.

Approved by:

Eric L. Shaw
President / FAA Accountable Manager
Apex Inspections, Incorporated

Apex Inspections, Incorporated

FAA CRS X5IR125Y • EASA 145.6775 • ISO/IEC 17025 (A2LA 4402.01)

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