



Service Terms and Conditions

www.radetco.com
Phone 512.831.7000

Radiation Detection Company dosimetry services are provided on a subscription basis. Active and current customers will receive a shipment of personalized dosimeters each wear period. Subscribing to our service constitutes agreement with the terms of service. Badges may be prepared up to 30 days prior to wear date. Badges prepared prior to RDC receiving written cancellation notice will be billed. Online access is limited and shipments are not made to accounts on hold. Requests for changes must be submitted on RDC approved forms (available online) or on the customer's signed company letterhead.

Postpaid Accounts: Payment terms are NET 30 days. Badge subscription, as well as any applicable ancillary charges (such as rush processing, extra shipment handling, insufficient postage, prepaid return labels, unreturned dosimeter charges, or returned check fees), may be billed on a postpaid basis.

Subscription Cancellation: Cancellation requires 60 days written notice. Our services are subscription based. If you cancel your subscription, your online services will remain active for 60 days after the end of the last wear period shipped. Cancellation notices should be emailed to customercare@radetco.com.

Refund Policy: RDC does not issue refunds except in demonstrated cases of credit card fraud, property damage resulting in the closure of business, or like situation outside of your control. If customer receives damaged badges in their shipment from RDC, RDC will issue replacement badges at no charge when customer notifies RDC of damage within 15 days of delivery. Pictures of damaged badge(s) may be required.

Pricing: RDC standard pricing is tier-based pricing determined by the number of active badges for each customer. The following pricing terms and conditions apply:

- (1) Badges and services are priced at time of production.
- (2) Customer is responsible for all postage costs related to badge return.
- (3) Prices are subject to change upon writing notice to customer.
- (4) A processing fee of up to 3% may be added to payments made by credit card. This fee does not apply to payments made by ACH, check, or other non-credit card methods.

Unreturned Badges: All dosimeters contain valuable components and remain the property of RDC and must be returned at the conclusion of the wear period. Unreturned and lost badges are subject to the current, published replacement prices 60 days after the end of the wear period. Undamaged badges returned after 60 days will receive a partial credit. Damaged badges are also subject to the applicable replacement charge upon receipt. To prevent damage in transit, please return badges in the preaddressed mailing envelope or box provided.

Purchase Orders: RDC accepts purchase orders as a customer payment tracking reference only. Use of a purchase order is not a contract and does not set pricing, terms, or obligate RDC to customer terms and conditions. For customers requiring the reference of a purchase order, the customer must provide a valid purchase order for the renewal period. Purchase Orders should be emailed to customercare@radetco.com.

Please acknowledge your understanding of and agreement to the above terms by signing below and forwarding to RDC. We recommend you keep a copy for your own records.

Company Name

Printed Name and Title

Signature (Required)

Date

Account # (Existing Customers)