



FLUID CONTROL RESEARCH INSTITUTE

UNDER MINISTRY OF HEAVY INDUSTRIES & PUBLIC ENTERPRISES, GOVT OF INDIA

KANJIKODE WEST, PALAKKAD - 678623, KERALA, INDIA

GSTIN: 32AAAAF0138K1Z6

Phone: 91-491-2569010/2566120/2566206 Fax : 2566326

Email - customercare@fcriindia.com www.fcriindia.com/service-request

Terms and Conditions for Calibration / Testing Service

(This will form part of FCRI quotation unless otherwise specified)

1. Payment

- 1.1. Full payment along with applicable GST should be made before commencement of Calibration / Testing through NEFT / RTGS in favor of FCRI, Palakkad / Palghat without any deduction of bank commission charges.
- 1.2. The details of payment is to be filled in the Service Request Form (SRF). In case if the details are not filled, it has to be communicated to customercare@fcriindia.com before commencement of the work.
- 1.3. FCRI will not be responsible for any delay in issue of reports or any other consequences, which may have been caused due to non-adherence to the above instructions. Our Bank details, GSTIN, PAN and SAC Codes are available at www.fcriindia.com/service-request.

2. Equipment delivery and return

- 2.1. Delivery of the equipment at FCRI for calibration / testing and return of the equipment after calibration / testing are to be arranged by the customer. However on specific request from the customer, FCRI may assist in packing the material in the box / containers in which the items were delivered and forward the same through courier on "To pay" basis.
- 2.2. The equipment may be sent to FCRI, such that it reaches FCRI, at least one day prior to the scheduled date of calibration/testing. It is advised to send the equipment in good quality reusable packing and with necessary insurance.
- 2.3. FCRI will not be responsible for damage or loss of equipment during test / calibration / transit. However extreme care will be taken during the handling of equipment at FCRI.

3. Issue of Calibration / Test Report

- 3.1. All the equipment sent for calibration/test shall have a unique serial number without which, the serial number cannot be incorporated in the report.
- 3.2. It is mandatory to provide the ADDRESS to be incorporated in the report. If report is to be issued in any other name/address other than correspondence address, please get a request letter from the addressee. Otherwise address in the communications will be incorporated in the report.
- 3.3. Equipment and reports will be released only after realization of full payment along with applicable GST.

4. Malfunctioning of Equipment

If the Calibration / Testing cannot be done due to malfunctioning of the Equipment after assembly, 30% of the quoted price along with GST will be chargeable.

For any queries you may please contact

Mr. C.S.Manoj (M:9447136665) / Mr.U.Muthukumar (M:9388266155)

Phone(Direct) : 91 491 2569010