

Service Terms and Conditions

STC-01

Effective Date: 03/23/2022



“Leading Edge Manufacturing, llc dba Joined Alloys” referenced here after as “Joined Alloys” reserves the following rights and conditions to all services, orders, contracts, and agreements made between Joined Alloys (Us) and The Customer (You):

- 1) All purchase orders sent to Joined Alloys by The Customer are only accepted when an acknowledgement is sent by Joined Alloys to The Customer documenting the agreed terms.
- 2) Purchase Orders are not considered accepted or executed until acknowledged by Joined Alloys. Acknowledgement may contain changes to lead times, payment terms, pricing and additional charges based on the specific nature of the work to be performed.
- 3) Final pricing may change due to market volatility of raw materials and processing materials. All new purchase orders should be preceded by a request for a new quote to avoid unexpected price increases.
- 4) All prices are subject to change at any time due to increased raw material costs at time of acquisition. This increased cost will be passed along to the customer and a new Purchase Order reflecting these increased costs will be required prior to shipment.
- 5) Actual delivery dates will be calculated based upon when Joined Alloys receives and acknowledges the acceptance of the customer purchase order.
- 6) Lead times are subject to change based on delays in material acquisition, delays in customer input regarding engineering or configuration issues, delays in purchase order receipts, inaccurate purchase orders or other unforeseen issues.
- 7) Additional charges may be assessed after review of the final purchase order. These charges can include (but are not limited to): Expediting, PPAP requirements, pallet charges, packaging requirements, tooling, and part or customer specific testing and qualification requirements for special processing. These additional charges will be defined in the acceptance document of the purchase order and may require Purchase Order revisions.
- 8) Unless otherwise negotiated or indicated, Joined Alloys payment terms are NET30. Terms greater than Net30 must be agreed on prior to the acceptance of the final purchase order. Terms of Prepay or COD may be enforced at any time by Joined Alloys depending on late payments or missed payments.
- 9) Checks or electronic payments returned to us for insufficient funds may be subject to additional service charges of \$50.
- 10) For customer supplied materials, Joined Alloys reserves the right to refuse work and return items based on the condition or suitability of the material. Orders received with incorrect quantities, incorrect

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components, damaged material, and other discrepancies may be cause for rejection and return of the PO and materials at The Customer's cost of processing and shipping.

- 11) Customer supplied materials received as damaged or incorrect will not be processed by Joined Alloys unless written authorization is given by the Customer in the form of an email or revised purchase order. Joined Alloys will not be responsible for scrap or non-conforming outputs on these parts.**
- 12) Liability for damaged or unaccounted customer supplied parts shall not exceed twice the unit cost of processing as agreed on the accepted Purchase Order unless otherwise agreed on in writing.**