



Indepth Service Center

4310 FM 2218 Rd
Richmond, TX 77469

281-969-8530

service@indepthUS.com

Billing Address:

Company Name:

Street/ PO Box:

Street:

City:

State:

Zip:

Contact Name:

Email:

Phone:

Shipping Address: Same as billing?

Company Name:

Street:

Street:

City:

State:

Zip:

Contact Name:

Email:

Phone:

Item Make/ Model:

1.

2.

3.

4.

Item Serial No.:

1.

2.

3.

4.

Please describe the problems you are having with your unit(s):

We will provide a quote via email before any repairs are made. Please look over your quote and call us if you have any questions: 281-969-8530.

Payment Information:

Please choose from the payment options below (non-warranty repairs):

I will pay with credit
card prior to return
shipment.

I will provide a purchase
order number.
(for customers with established
credit with Indepth Utility Solutions)

INDEPTH UTILITY SOLUTIONS LLC. COMPANY POLICY

IUS POLICY 08/2023

**Doing business with Indepth Utility Solutions LLC. constitutes agreement to our company policy & terms set forth in this document.
Please read and share with your employees that have contact with us.**

EQUIPMENT CHECK-IN

Cleanliness

Prior to Checking-In your equipment, please make sure it is in relatively clean condition to avoid cleaning fees. If equipment is dirty, the technicians will clean them to a laboratory clean standard for a nominal fee of **\$25 for Locator Equipment and \$50 for Inspection Camera Systems.**

Check-In

At time of Check-In, equipment will be documented with manufactures name, model, serial number, and level of service. The Drop-Off Person must print and sign our Equipment Check-In as proof of the items left. A copy of the Equipment Check-In will be provided to the Drop-Off Person if desired.

Equipment Shipped in for Service

Any equipment shipped to Indepth Utility Solutions LLC. for service should include the Equipment Check-In. It should detail what services should be rendered. If none are included, this will only cause delays to your equipment's turnaround time. A RMA (return material authorization) is not required.

Price Estimate

Once Indepth Utility Solutions LLC. has reached an estimate, Customer Contact will be made in order to complete Services. **No work will be performed without customer authorization.** Customer should respond in a timely manner (within 24 hrs.) in order to avoid any delays. This estimate is valid for 30 calendar days only.

Rush Service

Rush Services are work load dependent and not always available. Ask repair personnel if Rush Service is available. Rush Services are on a first come first served basis. If an item marked as Rush Service requires repair that go beyond the Rush Service time frame, the customer will still be billed for the Rush Service.

RUSH FEES:

All rush fees are in addition to normal services rendered, are per item, pass or fail, non-refundable and non-discounted. Any repair services rendered during non-working days subjected to additional fee of \$50 per hour for labor.

Rush Services Fees are as follows:

Rush Service: \$150

Weekend and Holiday Rush Service: \$200

EQUIPMENT READY

Equipment ready for pick-up constitutes equipment that has been marked as serviced, non repairable, not economical to repair, failed & red tagged, or non-repair as per customer. When customer equipment is ready for pick up Indepth Utility Solutions LLC. will make Customer Contact.

Once Customer Contact is made, your equipment is put into Ready for Pickup status. Customer is expected to pickup the equipment in a reasonable time frame. Customer Contact is attempted to prevent equipment being left in excess of 30 days. Should 90 days pass, equipment falls under the 90 Day-Terms (see 90 Day Terms outlined below).

In the event that customer pays for a piece of equipment that remains in house, customer has the remainder of the 90 days (beginning from time of invoicing) to pick up equipment otherwise equipment will default to 90 Day terms.

Non-Repaired Equipment

Equipment that is Not Repairable, Not Repaired as per customers request, Failed or deemed Not Economical to Repair will be red tagged. Customer Contact will be made to notify customer equipment is ready for pickup.

Failed Equipment

In the event that the piece of equipment cannot be repaired, Indepth Utility Solutions LLC. may charge a modest labor fee (bench fee).

Not Covered by Warranty

Calibrations, adjustments and certifications are not covered under Indepth Utility Solutions LLC's 90 Day Warranty. These are checks and tests that are performed at a particular time frame. If we find that your equipment needs repair, customer will be contacted.

Equipment that has been neglected, physically abused, mistreated, used in a manner inconsistent with its operation, or has been tampered with will not be covered under warranty, per manufacturer's warranty specifications.

PROTECTION AND SECURITY OF EQUIPMENT

Indepth Utility Solutions LLC. provides a measure of assurance through a with a 24 HR. alarm monitoring service. Although Indepth Utility Solutions LLC strives to do all it can to protect customer equipment, we will not be held responsible for equipment that is stolen, missing or damaged by circumstances beyond our control. Indepth Utility Solutions LLC cannot be held responsible for situations such as natural disasters, man-made phenomena, fire, flood, water damage, civil unrest, or uproar and/or war and the effects thereof.

PAYMENT TERMS

Indepth Utility Solution LLC honors several Payments: Cash, Company Checks, and most major Credit Cards.

Due On Receipt, Cash On Delivery (C.O.D.)

Upon pickup of equipment, the customer must present a valid form of payment. Payments are also accepted over the phone or through our on-line email payment system in advance of pickup.

90 DAY TERMS

These terms apply to equipment that has not been picked-up for whatever reason.

If any equipment remains in the custody of Indepth Utility Solutions LLC. for more than 90 days then it will become the property of Indepth Utility Solutions LLC. Ownership of equipment falls to Indepth Utility Solutions LLC. In such a situation, Indepth Utility Solutions LLC. shall not be held responsible since it is now considered abandoned property claimed by Indepth Utility Solutions LLC. Equipment may be scrapped, disposed of, sold for services rendered, or otherwise left to the discretion of Indepth Utility Solutions LLC. Remember, customer is ultimately responsible for their equipment and it is their duty to pick up equipment within the allotted time frame.

INDEPTH UTILITY SOLUTIONS LLC. RESERVES THE RIGHT TO REFUSE SERVICE TO ANYONE.

Any questions or concerns should be directed to:

Indepth Utility Solutions LLC.

4310 FM 2218

Richmond, TX 77469

281-969-8530

service@indepthus.com

Monday to Friday

8:00 to 5:00 P.M. CST

Closed Saturday & Sunday Closed some holidays (call to verify)

By signing this document, you agree to all the term and conditions.

Note: There will be a bench fee charged of \$120 for any unrepairable items that you wish to be returned.

Signature: _____ Date: _____