

# MIDWEST AUTOMATION LLC

## APPLICATION TESTING POLICY

### **POLICY & PROCEDURES**

- A. It is often necessary for customers, prospective customers and manufacturers of abrasive, adhesive and/or overlay (Customer) to perform application tests to determine the validity of a machine, product or production process. It is our intent to accommodate these requests, whenever possible, using machines that are available at the Midwest or one of our partner locations.
- B. To arrange these kinds of tests using Midwest machine(s) or system(s), please contact the Midwest Sales Department via telephone at (800) 697-1444, or email at sales@midwestgroupone.com.
- C. With the input of the Customer, Midwest will determine what machine(s) are required, when they are available, and approximately how many hours it will take to perform the tests. Based on this information, Midwest will provide a quotation for the estimated cost to perform the test, or on an hourly basis. This quotation will include the machine(s) time, facilities use, the technician's time and any out-of-pocket expenses.
- D. If the quotation is accepted, the Customer must issue a purchase order to Midwest for the quoted amount, however, the final invoice will reflect the actual time expended and actual out-of-pocket expenses. A non-refundable deposit of 50% must accompany the signed purchase order.
- E. It is the Customer's responsibility to provide all necessary test materials including metal component parts and abrasive media, wood substrates, adhesives and/or overlays, or other necessary items.
- F. Customer should also arrange for transportation, freight prepaid, to the factory. If the samples need to be returned to the Customer at the conclusion of the test, they will be returned, freight collect. If not returned, the Customer is responsible for the disposal costs, if any.
- G. Should the purchase of Midwest machine(s) result from a successful test within six (6) months from the test date, 50% of the cost of the test will be applied to the purchase price of the new machine(s) in the form of a discount.

### **LABOR RATES**

|                     |   |
|---------------------|---|
| \$75.00 / hour:     | Travel to job site and return<br>Monday-Friday  |
| \$110.00 / hour:    | On-the-job service time<br>Monday-Friday  |
| Standard Overtime:  | Travel and service time in excess of 8 hours per day<br>will include a 50% surcharge over basic rates.      |
| Sundays & Holidays: | Travel and service time on Sundays and Holidays<br>will include a 100% surcharge over basic rates.          |
| Travel Expenses:    | Cost + 15%<br>Includes airfare, rental car, taxi, hotel, meals,<br>and miscellaneous out-of-pocket expenses |

© 10.01.2014 Midwest Automation LLC  
APPLICATION TESTING POLICY