



## International Service Terms and Conditions

Radiation Detection Company dosimetry services are provided on a subscription basis. Active and current subscribers will receive a shipment of personalized dosimeters each wear period. Subscribing to our service constitutes agreement with the terms of service. 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.

**Prepaid Accounts:** All international accounts must be prepaid. Prepayment for new service includes estimated subscription service and estimated annual shipping costs. The terms of service for prepaid accounts require that a positive cash balance be maintained to insure continuous dosimetry service.

A funding replenishment invoice is generated when both of two conditions exist:

- (1) there are 90 days or fewer prior to the next scheduled badge wear date; and
- (2) the estimated pricing for the next 90 days of service exceeds the current cash balance.

Funding replenishment invoices estimate a 12-month period of service based upon the subscriber's *current* service type, quantity, frequency and the RDC price list in effect at the time of the renewal estimate. Billing is based upon *actual* customer usage and the RDC price list in effect at the time of shipment. Ancillary charges (such as rush processing, shipping charges, extra shipment handling, insufficient postage or unreturned dosimeter fees) are in addition to annual estimates and will be deducted from prepaid accounts. Credit card payments or wire transfers are required.

**Subscription Cancellation:** Cancellation requires 45 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. Badges may be prepared up to 30 days prior to wear date. Badges prepared prior to RDC receiving written cancellation notice will be billed. Cancellation notices should be emailed to [customercare@radetco.com](mailto: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.

**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:

- unless RDC agrees in writing, the current published price list will determine pricing
- prices are subject to change
- badges and services are priced at time of production
- a courier account number is required for shipments to be paid by customer or shipping charges will be deducted from account
- any customs charges accrued are the responsibility of the customer
- customer is responsible for all postage costs related to badge return

**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 or lost badges are subject to the current, published replacement prices 60 days after the end of the wear period. Badges returned after 60 days will receive a partial credit. Damaged badges are also subject to the current published replacement prices 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 subscriber must provide a valid purchase order for the renewal period. Purchase Orders should be emailed to [customercare@radetco.com](mailto: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

\_\_\_\_\_  
Date