

 SOUTHERN Metrology and Calibration Services, Inc.	Form No:	SMCS-FRM-423
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Form Title: Technical Service Request Form		Page: 1 of 2

The information contained in this document is controlled and confidential to Southern Metrology and Calibration Services, Inc.

TECHNICAL SERVICE REQUEST FORM

Reference Number:

1. Customer Information

Customer Name			
Address			
Contact Person/ Designation		Purchaser	
Contact Email/ Phone No.			
End-User Name			
End-User Address			
Purchase Order Number			

2. Item Information

Unit Under Test / Inspection Item			
Manufacturer / Model			
Serial Number / Identification			
Test Points / Nominal Values / Parameter			
Accessories			
Receiving Conditions			
Receiving Method	☐ Walk-in ☐ Pick-up ☐ Pull-out ☐ Courier (Tracking No)		

3. Activities Requested

Method / Procedure	Provide Externally? NO
	Sub-Contractor Name: N/A

4. Service Activity Plan

Date Received/ On-Site Date	Number of days of completion	Location of activity		Indicate recommended due date		
		In-house	On-site	Service Interval	Certificate / Report	Sticker
	15 Working Days	N/A	YES	1 year	YES	YES

5. Requirements and Remarks

Determination of Conformance	NO	Laboratory / Inspection Body Method Deviations	NO
Opinions and Interpretations	NO	Customer Requested Deviations	NO
Request New Method	NO		

6. Delivery Method and Special Instructions

Delivery Method of the Certificate / Report				Special instructions
Hand-carry	Courier (Tracking #)	Customer portal	Email, pdf	

7. Terms and Conditions

a. Agreement to Terms

By submitting the Technical Service Request Form (TSRF) to Southern Metrology and Calibration Services, Inc. (SMCS), the Customer agrees to abide by these Terms and Conditions. These terms govern the calibration and inspection services provided by SMCS and apply to all services requested through the TSRF.

b. Scope of Services

SMCS will provide calibration and/or inspection services as outlined in the TSRF. The scope of the services will be based on the information provided by the Customer, including equipment details, service type, and any special requirements. SMCS reserves the right to refuse services if the requested items or conditions are outside the scope of its capabilities or accreditation.

c. Data Collection and Confidentiality

The Customer agrees to provide accurate and complete information in the TSRF. SMCS will treat all submitted data, including technical details, contact information, and electronic signatures, as confidential. The data will be used solely for the purpose of performing calibration and inspection services and will be securely stored. SMCS will not disclose the data to third parties without the Customer's consent, except as required by law.

d. Customer Obligations

The Customer is responsible for ensuring that all items submitted for calibration and inspection are properly labeled, clean, and in good working condition. The Customer must also ensure that access is provided to any relevant documentation or information needed for calibration or inspection. SMCS will not be liable for any errors or discrepancies arising from inaccurate or incomplete information provided by the Customer.

e. Service Schedule and Delivery

SMCS will provide the estimated timeline for calibration or inspection services. While SMCS will make reasonable efforts to meet deadlines, it does not guarantee a specific completion date. Delays may occur due to factors beyond SMCS's control, including but not limited to equipment malfunctions, unforeseen technical challenges, or external conditions.

f. Certificates and Notification

Upon completion of the calibration or inspection services, the corresponding certificates will be made available through the Customer portal at **my-smcs.com**. Customers will receive an email notification when the certificates are available for download. The Customer is responsible for accessing and downloading the certificates from the portal.

