



GLOBAL INSPECTION SDN BHD

TERMS OF SERVICES

CONTRACTUAL CONDITION FOR NDT JOB	
1.	NDE request shall be emailed to us prior to mobilization of our technician to your workshop. Technician will carry out the work based on written request with details of items to be tested. We will only issue NDE report on item tested. Test report will be prepared at HQoffice based on the NDE request given with the complete test result. The test report will be printed in black and white.
2.	Joint Locator or NDE Coordinator at client premises/workshop/site is not included in our scope.
3.	Client shall provide access such as scaffolding, ladder, weather protection, ventilation, lighting, arrangement of necessary safetyinduction/briefing, work permit, special PPE required to perform the work. We will provide standard PPE for our personnel.
4.	The surface of the items to be tested shall be clean, free of spatters and free of paint and/or galvanized treatment.
5.	Stand-by, safety induction/briefing, mockup, demo and cancellation of work by client after mobilization shall be considered as one (1) visit.
6.	Payment shall be based on an approved timesheet and shall be released prior to submission of report.
7.	Our quoted rate does not include the provision of performance bond, insurance, warranty, and guarantees, retention monies, etc.
8.	The work order and Purchase Order shall be made available prior to commencement of work.
9.	Testing services provided are subjected to Service Tax under Service Tax Act 2018 and SST at a current rate of 8% will be charged accordingly. SST cost will be itemized and added to the invoice based on current applicable rate imposed by Malaysian government.
IMPARTIALITY & CONFIDENTIALITY CLAUSE	
1.	Client shall maintain the impartiality and confidentiality of inspection matters.
2.	Client shall keep all the price/quotation/inspection matters provided by Global Inspection to another parties.
3.	GI will keep all the information obtained during the inspection confidential and will not disclose it to anyone.
4.	GI will not take any of your confidential information during the inspection activities carried out at site.
5.	Inspection team of GI will not enter any of your access controlled area without your permission.
6.	All employees of GI have signed confidentiality and impartiality agreement for maintaining client information confidential.
7.	If you have any special requirements related to maintaining confidentiality, then please let us know and we are bound to follow the same.
8.	GI has documented (Appendix 9: Impartiality Policy) for providing its services to the client in impartial way.
9.	The impartiality policy is documented in Appendix 9: Impartiality Policy, any interested parties can access it upon request. We are ready to provide it.
10.	Information about the client obtained from sources other than the client (e.g. complainant, regulators) shall be treated as confidential.
COMPLAINT AND APPEAL HANDLING PROCESS	
1.	GI is always ready to accept the complaint as well as appeal against the services provided to its client.
2.	The complaint and appeal handling process is documented in procedure no. GI-MGT-P04 Complaint and Appeal and will be made available to the interested parties on request. If you need it then please send us the request in writing, we will e-mail you the GI-MGT-P04 Complaint and Appeal Procedure.