

## **General Terms and Conditions**

1. Supplier(s) must notify Pacific Swiss in cases of nonconforming product. In such case, Pacific Swiss will issue an NCMR per the Pacific Swiss BSM. Pacific Swiss will also reserve the right to reject and charge back the supplier for non-conforming product. Charges may include but not be limited to: time, materials, outside processing and freight.
2. Supplier notification and Pacific Swiss approval is required for any changes in product and/or process definition.
3. The supplier will flow down to sub tier suppliers, the applicable requirements in the purchasing documents, including key characteristics.
4. Department of Defense (DoD) orders will be in compliance to 15 CFR 700. DO and/or DX rated orders will take production priority over commercial orders per the Defense Priority Allocation System (DPAS).
5. When DFARS/DPAS/ITAR are required, we will flow down the requirements on all Purchase Orders to suppliers for jobs that require it.
6. Certification(s) of Compliance to all applicable specifications if requested by Pacific Swiss.
7. Right of Entry shall be granted to Pacific Swiss, its customers, and regulatory authorities, to all facilities involved with the order and to all applicable records, for the purpose of monitoring product quality.
8. Records resulting from the processing of this order shall be retained for a minimum of ten (10) years after completion of Pacific Swiss' customer's contract, or as otherwise required by that customer.
9. Supplier responsible for Lost or Damaged Product
10. AS9100 and/or ISO 9001 Quality Management System or equivalent preferred.
11. Prevent the use of counterfeit parts (see 8.1.4 of the AS9100D / ISO 9001:2015 Standard)
12. Ensure that persons / employees are aware of:
  - - their contribution to product or service conformity
  - - their contribution to product safety, and
  - - the importance of ethical behavior
13. Suppliers will maintain an approved calibration system (where applicable) which ensures valid measurements within the appropriate accuracy and is traceable to the NIST.
14. For Calibration Suppliers; ISO 17025 Certified preferred. Calibration Certificates must identify standards used and must be traceable to NIST (National Institute of Standards Technology).
15. Cancellation Policy: Customers have the right to cancel an order at any time but will be subject to charges incurred up to the time of cancellation. These charges include but are not limited to: materials, tooling, programming, o/s processes, freight, re-stocking fees.
16. Any changes to the purchase order, delivery date, part number, drawing revision, material or other item that will significantly cause additional time or work beyond the purchase orders scope may result in additional charges. These charges may include but not be limited to: engineering, administrative, materials, tooling or freight.
17. In absence of a specified revision from the customer, Pacific Swiss will instruct outside vendors to process parts to the most recent revision of the specification.

