



## DOSIMETRY SERVICE TERMS AND CONDITIONS

CHP Dosimetry's (CHP) services are provided on a subscription basis. You are buying the service, not the actual badges which are the property of Mirion Technologies. Active subscribers receive a shipment of personalized dosimeters each wear period. Subscribing to our service constitutes agreement with these service terms and conditions. Dosimeters not returned in a timely manner result in a late badge fee.

**Account Setup Charges:** CHP has no setup charge. Setup is included in the base price.

**Additional Fees:** CHP Dosimetry has no additional fees for annual dosimetry service other than a Late/Damaged Badge Fee. A badge is considered "late" if it is not received at the laboratory within 90 days of the end of the assigned wear period. Physically damaged badges will also be charged for replacement.

**Prepaid Accounts:** Clients prepay for dosimetry services.

**Extra Dosimeters:** Clients are billed for extra dosimeters at their base rate on a pro-rated basis. If you add employees, their service will cost the same on a prorated basis as you are currently paying. You will be billed for each dosimeter manufactured. You will also be credited for all un-manufactured dosimeters. Cancelled badges may be reassigned at no charge if never worn by the original wearer if your State allows.

**Renewals:** CHP will send an invoice for the next years' service via US Mail and/or email, approximately 45 days prior to the end of your annual service to allow for any changes. Unless you cancel prior to our manufacture date, we will charge your account for any badges manufactured.

**Cancelling Service:** Cancellation requires 45 days written notice. If you call, please request email or other confirmation. Cancelled accounts will be refunded on a prorated basis for services unused after all badges are returned. If dosimeters are already manufactured for the next wear period, you will be billed for that service. Cancellation notices should be sent to:

CHP Dosimetry  
P.O. Box 4126  
Oak Ridge, TN 37831

Phone: (888) 766-4833 Ext. 1  
Fax: (866) 491-9913  
Email: [customerservice@chpdosimetry.com](mailto:customerservice@chpdosimetry.com)

**Pricing:** CHP standard pricing is tiered based on the number of active badges.

- Unless CHP agrees in writing, the current published price list will determine pricing.
- Badges and services are priced at time of production/delivery.
- CHP Dosimetry offers a low price guarantee. We will meet any published regular price for dosimetry services available to the public in the United States.

**Late/Damaged Badges:** Dosimeter badges contain valuable components and remain the property of CHP's supplier, Mirion Technologies. They must be returned intact and undamaged at the conclusion of the wear period or if you discontinue service. Late badges are subject to the current, published replacement prices and your account will be charged if returned more than 90 days after the end of the badge wear period. Late badges may be returned to Mirion for processing within 1 year of issue. However, if returned for processing late, there will be a late fee. **Late badges can be returned for partial credit ONLY IF they are returned to CHP Dosimetry at our Oak Ridge, TN facility. Late badges returned to the Oak Ridge facility will not be processed and no dose report will be generated.** If you have any questions about whether your badges are late, please call or email. We need to know the wear dates of the badges in question (written on the badges below your name).

**Credit Card Authorization:** CHP Dosimetry requires a signed authorization to charge the credit card indicated on our authorization form. Your credit card will be used for the following charges per our terms and conditions: late dosimeter charges, lost dosimeter charges, damaged dosimeter charges, overdue invoice fees, and any dosimeter additions throughout the year that are ordered via phone, email or fax. Your annual renewal will not be automatically charged.

**Purchase Orders:** CHP accepts purchase orders. Purchase Orders should be sent to:

CHP Dosimetry  
P.O. Box 4126  
Oak Ridge, TN 37831

Fax: 866 491-9913  
Email: [sales@chpdosimetry.com](mailto:sales@chpdosimetry.com)

**Shipment:** Unless RUSH SERVICE is requested, dosimeters are sent via first class or priority mail. Included in the shipment will be the dosimeters you ordered. Return packaging is provided to send previous wear period badges to our laboratory for processing. Return shipping fees are the responsibility of the client. **CHP strongly suggests you send badges back by Priority Mail or other track-able service.** If mailed by USPS, the shipment should be sent as a "**Package**" and not an "**Envelope**" to ensure proper postage and avoid significant delays and late badge fees.

**Rush service:** CHP Provides rush service via FEDEX when requested. Overnight delivery requests must be received by 12pm Eastern Time M-F. Call or check online for our current rush fees.

**Reports:** Reports are issued for each period of dosimeter use and are included with the service. These reports comply with all relevant regulatory requirements.

**Control Dosimeter:** Upon request, one control dosimeter of each type issued is provided free of charge with all shipments to account for background and transit radiation. Additional controls may be purchased at your base rate. Control dosimeters are also subject to late fees and should always be returned with the dosimeters they were originally shipped with.

**Please Call:** If you have any questions about our terms and conditions, please call: (888) 766-4833 or email: [sales@chpdosimetry.com](mailto:sales@chpdosimetry.com). Thanks again for your business.