

CUSTOMER NOTICE

Inspection re-attendance charges

Inspection re-attendance charges following Plant Not Available notification

There are many reasons why Allianz Engineering Inspection Services (AEIS) would issue a Plant Not Available (PNA) report to a customer, for example:

- The customer advises that the plant is undergoing repairs and requests that AEIS postpone examination/s prior to any appointment being made.
- Despite numerous attempts, contact cannot be made with the customer, or a suitable date cannot be arranged prior to the due date.
- Not all items on the schedule can be located e.g. lifting tackle may have been scrapped but the customer cannot be sure.

In the above scenarios, AEIS are not impacted in terms of any lost time for our Engineer Surveyors and no charge will be made.

There are scenarios, however, where AEIS make an appointment with our customer to inspect all equipment and attend the site, only to find the plant unavailable for inspection.

For example:

- The item hasn't been prepared for inspection or is out of service (awaiting repair).
- The customer needs the item of plant for production and is not prepared to allow an inspection to take place.
- The item of plant has been hired to a third party and is not available at the location.
- The item of plant is not presented for examination or cannot be located.
- Cancellation of an agreed appointment with less than 24 hours' notice.

In these scenarios, we've completed all of the necessary steps in order to try and examine our customers equipment, but due to no fault of our own, have been unable and will charge a fee for our Engineer Surveyor to re-attend site and complete the examinations at an agreed alternative appointment.



How much will the charge be and what is the process?

Chargeable return visits will be made clear on the PNA report. The report will also detail who to contact to arrange a re-attendance appointment along with the applicable fee. Payment will be requested in advance of the re-attendance appointment and customers will be required to pay AEIS directly.

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Does our Inspection Contract terms allow us to make this charge?

Yes - our standard Inspection Contract states that "additional fees will be charged for any return visits required as a result of the plant not being available".



If you'd like to discuss any of the above please speak to your local Allianz Engineer Surveyor.

Why do AEIS charge a re-attendance fee?

Return visits following an unsuccessful first visit clearly affects our Engineer Surveyor capacity and therefore our ability to deliver the high standards of service that you expect.