

1. Cancellations and Rescheduling

If the Customer cancels an order prior to completion of the work, a cancellation fee will be assessed based on the services ordered and work performed. If the Customer needs to reschedule services, a rescheduling fee will be assessed based on the services ordered and the date AIA is notified of the requested change.

The following sections provide cancellation and rescheduling fees for services offered by AIA:

1.1 Testing and inspection services

If the Customer cancels or reschedules Testing and Inspection services within four (4) weeks of the assigned test date, AIA reserves the right to charge a fee based on value of the applicable line on the order, namely:

- 2-4 weeks prior to assigned test date: 10%
- less than 2 weeks prior to assigned test date: 30%
- less than 1 week prior to assigned test date (50%)
- less than 1 day prior to assigned test date or after start of the test: 100%

Additionally, AIA reserves the right to charge the full amount for any un-refundable project related expenses (such as for example travel expenses, change fees, etc.) on cancelled or rescheduled services.

1.2 Market Access Services

- If (part of a) project is cancelled prior to start of any work, a 10% cancellation fee will be applied.
- If (part of a) project is cancelled after work (completion of checklist) has begun, a 50% cancellation fee will be applied.
- If (part of a) project is cancelled after the submittal is made to the local authorities, the full project cost will be due.

AIA may initiate project cancellation in cases where all due diligence has been performed to complete a project but no progress could be made due to lack of documentation, client's non-responsiveness or any other reasons. In such cases, AIA's project manager will send a pre-cancellation letter to the customer documenting project details and the reasons that are hindering the project completion. The pre-cancellation letter will also notify the customer that if no progress is made with the project within a reasonable time, then the project will be cancelled and cancellation fees as specified above will be applied.

1.3 Certification of Management Systems and Medical Audit Services

The Management Systems and Medical Audit Services cancellation policy applies to all Customers that have confirmed audit dates. The cancellation policy is:

- For cancellations or modifications to the audit schedule 4 - 6 weeks prior to the first scheduled audit date a 25% rescheduling/cancellation charge applies;
- For cancellations or modifications to the audit schedule 2 - 3 weeks prior to the first scheduled audit date a 50% rescheduling/cancellation charge applies;
- For cancellations or modifications to the audit schedule with less than 2 weeks' notice prior to the first scheduled audit date a 100% rescheduling/cancellation charge applies.

For avoidance of doubt, any rescheduling fee is in addition to the audit fee stated in the order. In addition, Customers will be charged for all non-reimbursable air travel costs incurred.

1.4 All Other Services

If the Customer cancels an order fewer than ten (10) business days prior to commencement of Services, AIA is entitled to charge a cancellation fee of ten percent (10%) of the quoted price to cover administrative activities and engineering time spent reviewing customer documents in preparation of the project.

If the Customer cancels an order after commencement of the work, AIA is allowed to invoice the Customer pro-rata for value of the order, based on the actual work performed up to the time of notification of termination (including, but not limited to, any employee time spent on the order, travel costs incurred, subcontractor costs incurred and costs of parts purchased) plus an additional cancellation fee of 30% of the order - not to exceed the value of the order.

2. Delays

Delays caused by the customer which result in additional effort will be charged at AIA standard hourly rate.