



# Customer Terms & Conditions

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## 1. Acceptance of Order

All orders are subject exclusively to these Terms and Conditions. Any additional or conflicting terms contained in a Customer purchase order shall not apply unless expressly accepted in writing by Etogen Precision.

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## 2. Quality Management System

Etogen Precision operates a Quality Management System compliant with ISO 9001, AS9100D, and aligned with IA9100:2026 draft requirements. All products are manufactured, inspected, and released under controlled conditions to ensure conformity to contractual, statutory, regulatory, and aerospace industry requirements.

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## 3. Review of Requirements (ISO 8.2)

Customer drawings, specifications, revisions, and contractual requirements are formally reviewed prior to order acceptance to ensure capability and clarity. Any discrepancies or ambiguities shall be resolved before production begins.

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## 4. Changes to Requirements (ISO 8.2.4 / 6.3)

Changes to drawings, specifications, quantities, or delivery requirements after order acceptance must be formally approved. Such changes may impact pricing, schedule, or configuration control.

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## 5. Product Safety (AS9100 8.1.3 / 8.5.1.1)

Etogen Precision maintains documented controls to ensure product safety throughout manufacturing, inspection, packaging, storage, and delivery processes.

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## **6. Counterfeit Parts Prevention (8.4.3 / 8.5.1.1)**

Etogen prevents the use of counterfeit or suspect counterfeit materials through:

- Approved supplier sourcing
  - Material certification verification
  - Lot traceability controls
  - Risk-based supplier monitoring
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## **7. Traceability (8.5.2)**

Material and production lot traceability is maintained where required by drawing, specification, contract, or aerospace regulation.

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## **8. Inspection and Acceptance (8.6)**

Final inspection is performed prior to shipment. Certificates of Conformance and applicable inspection documentation are provided as required. Records are retained per QMS retention requirements.

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## **9. Control of Nonconforming Product (8.7)**

Nonconforming product is identified, segregated, documented, and dispositioned. Customer notification and approval shall be obtained when contractually required.

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## **10. Records Retention (7.5)**

Quality records are retained in secure Microsoft Government Cloud (GCC/GCC High/DoD) systems for a minimum of ten (10) years unless otherwise specified by contract.

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## **11. Digital Integrity & Cybersecurity (7.1.4 / 7.5)**

All customer data, drawings, and quality records are maintained within secure Microsoft 365 Government Community Cloud environments to ensure data integrity, access control, and cybersecurity compliance consistent with federal and aerospace expectations.

## **12. Right of Access (8.4.2)**

Etogen Precision grants customers, regulatory authorities, and certification bodies the right of access to applicable facilities, records, and processes related to the contracted product.

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## **13. Confidentiality**

All customer drawings, specifications, and proprietary information are treated as confidential and protected from unauthorized disclosure.

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## **14. Delivery & Risk of Loss**

Delivery dates are estimates unless otherwise agreed in writing. Risk of loss transfers to the Customer upon shipment (FOB Shipping Point) unless otherwise contractually specified.

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## **15. Warranty**

Products are warranted to conform to agreed specifications at the time of shipment. This warranty is limited to repair, replacement, or credit at Etogen's discretion.

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# Supplier Terms & Conditions

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## 1. QMS Requirement

Suppliers shall maintain a Quality Management System appropriate to the product or service provided. Certification to ISO 9001, AS9100, or equivalent may be required when specified.

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## 2. Flow-Down of Requirements (8.4.3)

Suppliers shall flow down all applicable drawing, specification, revision, statutory, regulatory, and customer requirements to sub-tier suppliers.

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## 3. Counterfeit Prevention

Suppliers shall prevent the use of counterfeit or suspect counterfeit parts and shall source materials only from authorized or approved channels. Documentation shall be available upon request.

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## 4. Traceability

Suppliers shall provide material certifications and maintain lot traceability where required.

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## 5. Special Processes

Special processes (e.g., heat treat, plating, coating, NDT, welding) must be performed by approved sources and conform to applicable specifications.

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## 6. Inspection & Test Records

Suppliers shall maintain inspection and test records and provide Certificates of Conformance or test reports when required.

## **7. Control of Nonconforming Product**

Suppliers must notify Etogen of any nonconforming product prior to shipment and obtain written disposition approval.

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## **8. Change Notification**

Suppliers shall notify Etogen in advance of changes affecting quality, including changes in process, equipment, location, ownership, or key personnel.

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## **9. Right of Access**

Etogen, its customers, regulatory authorities, and certification bodies retain right of access to supplier facilities, records, and applicable quality documentation.

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## **10. Record Retention**

Quality records shall be retained for a minimum of ten (10) years unless otherwise specified.

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## **11. Product Safety**

Suppliers shall ensure product safety during manufacture, handling, storage, and delivery.

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## **12. Cybersecurity & Digital Integrity**

Suppliers shall protect digital records, communications, and customer data consistent with federal cybersecurity expectations and contractual requirements.

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### **13. Awareness**

Supplier personnel shall be aware of:

- Their contribution to product conformity
  - Product safety requirements
  - Counterfeit prevention controls
  - Ethical behavior and compliance obligations
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### **14. Responsible Mineral Sourcing**

Suppliers shall ensure materials containing tin, tantalum, tungsten, and gold (3TG) are sourced responsibly and shall provide conflict mineral declarations when requested in accordance with applicable regulatory and customer requirements.

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