

Standards of Business Conduct for Working with the OSU EMF  
Mostly for external customers

- We strive for high quality. We are a best effort lab and our costs are real so there is no negotiations or reduction of logged hours after the job is done.
- We do regularly provide estimates for customers and can hold ourselves to be lower than the estimate and notify you if we anticipate going over.
- With regard to estimates, if your project undergoes “scope creep,” then let us know and we will rewrite the original estimate to account for the expanded needs.
- Reservations are honored. We are a first come first serve lab, money does not circumvent the line.
- For short turnaround time we recommend outside labs. Contact the OSU EMF for outsource options. They have expedited fees, we do not.
- Fees are set forth in our price book and a limited set is on the EMF home page. These are not negotiable, per University regulations.
- Golden rule is a good one, please treat us as you would treat yourself. Unprofessional behavior will not be tolerated as we have other customers! Likewise, we will strive to treat you well in turn.
- Credit card payment is accepted.
- OSU and the OSU EM facility strive for diversity, equity and inclusion. We have diverse employees, students in this facility.

Signed:

Signee:

Company:

Date:

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