

Seller: Matthews Environmental Solutions
2045 Sprint Boulevard
Apopka, Florida 32703

Purchaser: AMY CAMPBELL
MENDOCINO COUNTY ANIMAL CARE SERVICES
851 LOW GAP RD
UKIAH, CA, 95482

Thank you for allowing us the opportunity to provide service and repair work for your cremation equipment!

Please review the Scope of Work and Responsibility attachment(s), the Service Agreement Terms, sign, date and return to your representative.

General Terms and Conditions

Scheduling: After this agreement is signed and submitted along with any required deposit, our Service Coordinator will call within two (2) weeks to schedule the work.

Cool Down Required: Machine must be cooled down no less than 48 hours prior. Upon our arrival, if the unit is over 130° F the job will be cancelled, rescheduled and Purchaser will incur cancellation fees (time + travel expenses).

Cancellation Policy: Should the job be cancelled by Purchaser less than three (3) days before the start date, total cost quoted will be due.

Warranty: All of our repair work listed in this agreement is covered under warranty by Matthews Environmental Solutions (MES) to be free from defects in materials and/or workmanship for a period of one (1) year following completion of work. Seller's obligation under this warranty is limited to the pro rata repair and/or replacement of any item(s) completed under this agreement which may prove defective under normal use and service based on the usage at time of failure. Services rendered should be paid in full prior to the determination of warranty. Written notice of defect must be received by Seller within warranty period. Labor costs are not included for material warranty. Warranty will be null and void if MES curing instructions are not adhered following the completion of work. Refractory will crack/wear over time due to the thermal stress placed on the material. MES will evaluate on a case-by-case basis as to the extent of the wear. No other express warranty is given. If a fault has been caused by improper installation (other than by Seller or third parties under contract to Seller), maintenance or use, or by abnormal conditions of operation, repairs will be billed at normal rates.

Pricing: Prices quoted are subject to applicable state and local sales taxes as well as import taxes and duty fees that may be assessed on materials, and are valid for a period of sixty (60) days from the date of the contract, after which time prevailing prices will apply.

Add'l Work Onsite: Upon commencement of repairs, worn or damaged areas may be discovered which were not evident in our preliminary inspection. Moreover, after starting work it's possible that nearby refractory may fall out or crack due to our repair efforts depending on the condition of the machine, for which we cannot be responsible for.

The quoted price does not cover additional parts, materials or labor which may become necessary after the work has been started.

Insurance Coverage: Matthews carries a \$1,000,000 disability and \$2,000,000 liability coverage for our certified technicians and client security.

Shipment of Materials: Shipping material cost is estimated and will be invoiced at prevailing market rates.

It is the Purchaser's responsibility to thoroughly inspect the condition of the shipment(s) to your location as well as count the number of packages/pallets and sign for them accordingly. Any discrepancy or signs of damage to either the packaging or your personal property as a result of the freight company's negligence must be written on the material manifest from the driver as documentation for insurance purposes. Failure to identify any and all issues prior to the departure of the freight company will become the responsibility of the Purchaser.

For oversized shipments, you will need either a forklift or front end loader to remove the materials from the truck. If this is a problem or concern, please contact our office and we can assist you with the logistics.

Matthews will send, at our own cost, more material than is required to perform the repair work. We will not issue credit for any remaining materials or future repair jobs. Should extra materials remain onsite, it is your option to store any remaining for future use or to have our technician dispose of them prior to leaving your facility.

Total Cost and Payment Terms

Subtotal: \$26,589.14

5% Discount: (\$1,329.46)

Estimated Freight Cost: \$2,000.00

***Total: \$27,259.68**

Deposit Due: \$18,859.68

Remaining Balance: \$8,400.00

Payment Terms: Repair orders in excess of \$10,000 require a minimum deposit of 50%. Your credit limit with Matthews International covers the deposit requirements. The remaining balance will be due upon completion of the work. Unpaid balances beyond thirty (30) days will be subject to a 1½% per month penalty.

**Total cost does not include gov't taxes, fees or freight. These costs will be added to your final invoice.*

Dated: June 30, 2026

Seller: Matthews Environmental Solutions

Emmanuel Arias

Emmanuel Arias

Sales Representative

689-336-7753

Eramirez@matw.com

Purchaser: MENDOCINO COUNTY ANIMAL CARE SERVICES

Accepted By: AMY CAMPBELL

Title: Director, Mendocino County Animal Care Services

Date:

Please Email Signed Contract to Your Representative or Fax to 412-224-4250

Bill To: MENDOCINO COUNTY ANIMAL CARE SERVICES
851 LOW GAP RD
UKIAH, CA, 95482
Contact: AMY CAMPBELL
Phone: 707-671-4128

Job Location: MENDOCINO COUNTY ANIMAL CARE SERVICES
851 LOW GAP RD
UKIAH, CA, 95482
Title: Director, Mendocino County Animal Care Services
Email: campbella@mendocinocounty.gov

Service Itemization

Unit Model: G-20

Year: 2000

Serial #: 7380

Scope of Work

Custom: FLOOR REPLACEMENT, BACK AND SIDE WALLS PATCHING . PILOT ASSEMBLY AND BLOWER MOTOR REPLACEMENT, THERMOCOUPLE REPLACEMENT

NT

Helper

Qty (Days)

1. No helper required for job.

Parts

Client Instructions

Before Job

- The unit must be cooled down for at least 48 hours prior to the scheduled service visit.
- Customer will be responsible for providing a dumpster for debris generated during the repair.

During Job

- This is estimated to be a 3-day repair
- Two technicians will be on-site

After Job

- Customer will be responsible for completing the cure-out process after the repair.
- The unit will have a flat floor after the rebuild; it will not be restored to the original round floor design.

Initial