

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

**Purchaser: Mr. Kenneth Jamison**  
**Jefferson Parish Animal Center**  
2701 Lapalco Blvd.  
Harvey, LA 70058

**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

<b>Scheduling:</b>	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.
<b>Cool Down Required:</b>	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).
<b>Cancellation Policy:</b>	Should the job be cancelled by Purchaser less than three (3) days before the start date, total cost quoted will be due.
<b>Warranty:</b>	All of our repair work is covered under warranty for a period of ninety (90) days against defects in materials and workmanship, f.o.b. Apopka, FL. Warranty is void should non-Matthews vendors perform any work on the unit(s).
<b>Pricing:</b>	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.
<b>Add'l Work Onsite:</b>	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.
<b>Insurance Coverage:</b>	Matthews carries a \$1,000,000 disability and \$2,000,000 liability coverage for our certified technicians and client security.
<b>Shipment of Materials:</b>	<p>Shipping material cost is estimated and will be invoiced at prevailing market rates.</p> <p>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.</p> <p>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.</p> <p>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.</p>

#### Total Cost and Payment Terms

<b>Subtotal:</b> \$56,411.00	<b>Payment Terms:</b> Repair orders in excess of \$10,000 require a minimum deposit of 50% based on your credit limit with Matthews International. The deposit is due before scheduling shipment of materials to your location. The remaining balance will be due upon completion of the work. Unpaid balances beyond thirty (30) days will be subject to a 1% per month penalty.
<b>Freight Estimate:</b> \$5,641.10	
<b>*Total:</b> \$62,052.10	
<b>Deposit Due:</b>	
<b>Remaining Balance:</b> \$62,052.10	

*\*Total cost does not include gov't taxes or fees. Freight is an estimate and subject to prevailing rates.*

**Dated:** November 21, 2023  
**Seller:** Matthews Environmental Solutions

***Rick Closson***

Rick Closson  
Sales Representative  
689-336-7970  
rclosson@matw.com

**Purchaser:** Jefferson Parish Animal Center

**Accepted By:** Mr. Kenneth Jamison  
**Title:** Crematory Manager  
**Date:**

**Please Email Signed Contract to Your Representative or Fax to 412-224-4206**

**Bill To: Jefferson Parish Animal Center**  
 2701 Lapalco Blvd.  
 Harvey, LA 70058  
**Contact:** Mr. Kenneth Jamison  
**Phone:** 504-606-9062

**Job Location: Jefferson Parish Animal Center**  
 2701 Lapalco Blvd.  
 Harvey, LA 70058  
**Title:** Crematory Manager  
**Email:** kjamison@jeffparish.net

## Service Itemization

**Unit Model:** IEB-32

**Year:** 2016

## Scope of Work

### 1. REPAIR, REBUILD

**Job #:** 61004177

The complete rebuild consists of removing and replacing all refractory in the cremation chamber to include roof, stack receiver area, floor, walls, loading door refractory and complete throat area walls and roof. In the afterchamber it will consist of replacing the afterchamber perimeter walls and lintels; divider wall and baffle; and afterchamber access walls.

### 2. TECH FOR A DAY

**Job #:** 61004585

A Certified Matthews Technician will be at your location for an 8 hour day to provide training, equipment adjustments or other related technical services. Additional refractory repairs not included.

## Helper

**Qty (Days)**

1. No helper required for job.

## Parts

## Client Instructions

### Before Job

Materials will be delivered approximately two (2) weeks prior to job. Our freight carriers are instructed to call in advance to schedule a delivery appointment. They will remove the pallets off the truck using a lift gate and pallet jack and move them around, provided there is flat asphalt or a concrete surface. Materials should be placed as close to the cremation equipment as possible in a cool, dry area above freezing conditions.

The customer is responsible to arrange for a crane driver, rigger and a crane capable of lifting off the stack so that the stack area roof can be replaced and then be available again to replace the stack toward the end of the week to replace the stack.

The customer is responsible for supplying a 40 yard walk-in type dumpster to dispose of old refractory materials. The dumpster should be placed near the crematory.

It is very important that your unit be cool before we perform any type of repairs. Please make sure that you do not operate your unit for 48 hours before the arrival of our technician.

### During Job

Our technician is scheduled to be on this job for approximately one (1) week and may work late nights to keep on schedule. If this is an issue we will need to know in advance so we can schedule the repair for a longer period of time. Once our technician arrives onsite, they will review the scope of work, expected timeline from start to finish and inspect the machine with you to discuss any issues you may be experiencing before commencement of job.

### After Job

Once the refractory work has been completed, the unit will need to go through an air dry and curing process. Our technician will review these instructions based on the specific job type. Air dry and curing times will vary but keep in mind this process may take up to three (3) days after the completion of the job.

**Initial**