SUMMARY OF “BEST CLIENT” TERMS & CONDITIONS

**Reduced costs:** our Best Clients benefit from a reduction of 20% on the standard rates for all shifts purchased, whether on-site or Remote Access, and on our new data collection services MXpressO, Small Molecule and BioSAXS.

For our mail-in MXpress™ service, all red and microfocus samples benefit from a 20% reduction, but for standard data collection of ‘green’ or ‘yellow’ samples, the reduction is even greater: 40%. Please see tables below.

**Guaranteed beam time:** an annual Subscription of 10 000€ guarantees that the Best Client can purchase beam time up to at least the number of shifts or the equivalent in MXpress™ services that has been requested, as below:

* at the end of each year, the Best Client provides the ESRF with an estimation of the number of shifts to be purchased in the following year;
* for the data collection services, the Best Client provides an estimation of the number of samples to be processed during each Run (5 runs per year) preferably at least two weeks before the beginning of the Run, but at least 24h in advance.

From just over 30 MXpress™ sample Tests and Collects per year, being a “Best Client” is cost effective! Similarly, only 9 on-site shifts of Category AA or 11 Category A are necessary to break even. For Remote Access it is even less – 8 shifts of Category AA or 9 shifts of Category A!

**Reduced cancellation charges for one week’s notice** in shift reservation:

- Three weeks’ notice: 20% of the price of the shifts cancelled
- Two weeks’ notice: 50% of the price of the shifts cancelled
- One week’s notice: 75% of the price of the shifts cancelled *instead of 100%*

**Quarterly invoicing** instead of immediate invoicing – more time to pay, less paperwork.

**No VAT** is applicable on any of our data collection services or on Remote Access prices (with the exception of France, where VAT is always applicable) – this represents a saving of 19.6%.

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1 These calculations are valid for ESRF Member or Scientific Associate countries. The 19 participating countries are currently: Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Hungary, Israel, Italy, Norway, Poland, Portugal, Slovakia, Spain, Sweden, Switzerland, Netherlands, United Kingdom.

Please contact us for non-participating country calculations.