

ConformiTICs Lab Ltd.

Product Testing and Certification Procedure



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Ágoston Lóth

Managing Director

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1. Preamble

This document describes the quality management system procedures applied by ConformiTICs Lab Kft. (Hereinafter: ConformiTICs Lab), which are related to the testing of products according to standards and other normative documents. This document is available to our customers. ConformiTICs Lab is independent of the customer.

2. Contracting

The Quotation and the Contract will be issued in the same form. As soon as the customer accepts the price of the quotation in the "Quotation" section, it is automatically converted into a contract.

For the official contract, the General Terms and Conditions must be accepted, which must be done by signing the Quotation Order. In addition, when issuing a test request, the client acknowledges that the Test Order is binding on him / her.

3. Testing**3.1 Decision rule**

ConformiTICs Lab always uses the measured values as its decision rule.

3.2 Carrying out tests

Product testing is performed in ConformiTICs Lab laboratories or in laboratories evaluated and subcontracted by ConformiTICs Lab. If necessary, these tests may be performed elsewhere, but only if all conditions are considered acceptable with

respect to the relevant requirements established and accepted by the experts of ConformiTICs Lab.

Conduct to tests in non-ConformiTICs Lab laboratories or test sites may be withdrawn by ConformiTICs Lab if the requirements of EN ISO / IEC 17025 can no longer be met or if ConformiTICs Lab's objections to the test laboratory cannot be eliminated in time.

If the client's staff is involved in the testing, the work should only be performed in the presence and under the supervision of a ConformiTICs Lab's expert. The customer already waives all claims that a third party may have against ConformiTICs Lab if the customer's employee intentionally or negligently breaches his obligation. This withdrawal obligation includes both court and out-of-court costs.

ConformiTICs Lab verifies that the test methods, test parameters, and measured results meet the applicable requirements.

The product must comply with all applicable legislations, if any.

The cost of sending the samples to ConformiTICs Lab shall be paid by the customer. In addition, the customer is responsible for sending all necessary documents (such as assembly overview, risk analysis, operating instructions, certificates of the safety components used, other technical documentation) to ConformiTICs Lab.

Documents should preferably be submitted to ConformiTICs Lab in Hungarian and / or English.

Product are tested according to legal requirements, regulations and standards. If there are no regulations, standards, or legal requirements for a particular test, ConformiTICs Lab will work with the client to establish a test program.

The product documentation must comply with the requirements of the relevant standard or normative document.

The order will be fulfilled upon receipt of the test samples and all required documents.

At the end of the test procedure, the client will receive a written report in Hungarian or English, or, upon request, a full test report, which will point out any deficiencies, but will not indicate possible solutions.

The client may only pass on the test report in full. Reproduction for advertising purposes requires the prior written consent of ConformiTICs Lab in each case.

ConformiTICs Lab expressly reserves the right to publish the business names of its clients (e.g. in a reference list). This does not require the specific consent of the respective customer.

At the end of the test procedure, the customer receives the test report.

During official inspections, the Client must ensure that the experts and qualifiers of the Authority (such as National Accreditation Authority, NAH) can enter the Client's premises and participate in the inspection.

The Client is obliged to provide all information to the laboratory in a truthful manner. If the Client intentionally misleads the laboratory, conceals information or provides false information, ConformiTICs is entitled to notify the Authorities. ConformiTICs is entitled to override the validity of existing contracts in the event of such an event, at the discretion of the management.

3.3 Storage and documentation of test samples

If the test ends with a negative result and the customer wishes to order an additional test soon, the test (reference) samples will be stored free of charge for a maximum of 4 months. After this, the test samples are prepared for delivery at the customer's expense or return at the customer's request, as in the case of an interruption of the test procedure. If the customer does not take it or refuses to accept it despite the written request, the reference samples will be discarded at the customer's expense after a waiting period of 6 weeks.

It is the customer's responsibility to provide ConformiTICs Lab with all necessary samples and documents. If the customer does not provide them upon request, ConformiTICs Lab is released from the financial obligation arising from this.

The costs of storage in the warehouses of ConformiTICs Lab and any subsequent disposal shall be borne by the customer. An exception to this is the cost of storage for up to 4 months in connection with a foreseeable follow-up. The costs of handing over and forwarding the test samples for storage at the customer shall also be borne by the customer.

ConformiTICs Lab warrants the loss of test specimens from the ConformiTICs Lab's laboratory or warehouses and their damage, in particular by examination, transport, burglary, theft, water or fire, only if this is the result of big negligence attributable to it.

Damage or destruction during testing of test product is not transferable to ConformiTICs Lab.

4. Certification

The client must make all necessary arrangements for the assessment, including the provision of documentation and records, and access to the necessary equipment, site (s), area (s), personnel.

The customer must keep appropriate records of complaints about the product. Upon request, ConformiTICs Lab Kft. Must provide the complaint and the actions taken.

The client declares that the certification is compatible with the scope of the certification.

The client is not allowed to use its product certification in such a manner as to bring the certification body into disrepute and does not make any statement regarding its product certification that the certification body may consider misleading or unauthorized.

Upon suspension, withdrawal, or termination of certification, the client discontinues its use of all advertising matter that contains any reference to the certificate.

if the client provides copies of the certification documents to others, the documents shall be reproduced in their entirety.

The use of the conformity mark is not allowed by the certificate of ConformiTICs Lab Kft. The certificate only indicates compliance with the specifications indicated on the certificate.

The customer must inform ConformiTICs Lab Kft. Without delay of any changes that may affect the conformity of the product.

4.1. Restriction, Suspension, Expiration and of Certificates

Certificate expires or is deemed to be withdrawn if:

- the indicated period of validity expires and if it has not been extended;

- the certificate holder discontinues the relevant business operations;
- misleading or unauthorized advertising is conducted;
- the certificate holder fails to pay outstanding invoices;
- certificate holder violates the Product Testing and Certification Procedure and/or the General Business Terms and Conditions and/or the related contract/order;
- If the client does not comply furthermore with the requirements of the relevant standard/normative documents, ConformiTICs sends a written warning to the client, if does not make the necessary correction within 30 days, ConformiTICs has the right withdraws the certificate.

Certificates may be restricted, suspended, or declared invalid and revoked by ConformiTICs if:

- the certified product no longer conforms to the requirements;
- end users or third parties are exposed to risks caused by product;
- defects in the product that appear later;
- certificates have been falsified;
- misleading or unauthorized advertising is conducted;
- the client does not pay the fee.

5. Violation of the Product Testing and Certification Procedure

ConformiTICs Lab reserves the right to claim reimbursement from the customer if it violates the Product Testing Procedure.

6. Complaints

The Customer has the right to file a complaint if he is not satisfied with the decisions and services of ConformiTICs Lab.

The complaint is being investigated by the ConformiTICs Lab management team. If the complaint is justified, ConformiTICs Lab will take corrective action.

Complaints can be sent to the following address:
info@conformiticslab.com