

All terms and conditions of the *Testing and Certification Regulations and General Terms and Condition* apply except as modified below.

1. Where ever the words “testing”, “evaluation” or “certification” appear the phrase “inspection” is additionally applied.
2. Non-conforming Product – In the event the product service or system inspected by TUV Rheinland is subsequently found to be non-conforming or hazardous, the customer shall notify TUV Rheinland and take corrective action as per ISO Guide 27:1983. The customer shall notify TUV Rheinland of any situation where a product bearing our inspection label could lead to a potential hazard.
3. Final level of appeals – The SCC (Standards Council of Canada) is the final level of appeal in disputes with an IB regarding conformance with accreditation criteria.
4. Product inspection vs product certification – This Special Inspection will not result in a “Product Certification” where the client gains the right to apply labels at the factory. This inspection only applies to the actual equipment inspected, not to any identical or similar equipment in another location.
5. TUVR Label - Customers in good standing applying for Inspection body services will receive the TUV Rheinland inspection body label when the equipment is determined to be fully in compliance with all required standards and regulations. TUV Rheinland must be notified if the label is damaged during the operation and handling of the equipment.
6. Payment for services – Payment for services is required regardless of the compliance or non-compliance of the evaluated/inspected equipment. For non-compliance equipment TUV Rheinland will provide a letter detailing areas of non-conformance.
7. Cancellation fees – TUV Rheinland reserves the right to assess a cancellation fee equal to first day of engineering services for any services cancelled within 3 business days of agreed upon schedule. TUV Rheinland will invoice a cancellation fee equal to any non-refundable travel expenses for any services cancelled.
8. Accrediting body witness audit- The Standards Council Canada (SCC) is the accrediting body of TUV Rheinland. As part of the rules of accreditation, the SCC is required to periodically witness TUV Rheinland staff or its sub-contractors to conduct inspections. If requested, customer agrees to allow the SCC to witness TUV Rheinland or its sub-contractors conduct inspections. Official observers may be required to witness audits and review reports and other information used in making conformity decisions

PROVIDER Company Name

Signature

Date