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**1. General Terms**

- This document is a service agreement contract between Testla Elektrik Laboratuvarları Tic. Ltd. Şti. and clients and has been prepared in accordance with TS EN ISO IEC 17025 quality management system.
- In this document TESTLA Elektrik Laboratuvarları Tic. Ltd. Şti is named as "Laboratory." and requested services is named as "Test."
- Unless another special contract is concluded between the Client and the Laboratory, the Laboratory shall meet the requests of the tests according to the general provisions of this contract.
- The laboratory guarantees the confidentiality of the customer with this contract. However, if the laws, legislation, etc. are in conflict with the standard, legal obligations apply. Legal authority; If the customer wants to reach the information about the customer without their knowledge, the customer is not informed about the sharing of the information. The laboratory informs the customer in advance, of the information it intends to place in the public domain and obtains the client's written consent.

**2. Request, Proposal and Contract Process**

- The request starts with the F21 Experiment Request Form being filled in or forwarded to our laboratory by the customer via e-mail, verbal-telephone.
- Pre-Interview-Information; Upon the request, the laboratory can provide written or verbal information to the customer and a written offer is prepared if the conditions are accepted by the customer.
- The proposal is made by transferring the requests to the "F20 Test Proposal and Contract Form" and by listing the test methods and technical-commercial service conditions in this form. Prepared proposal is sent to the customer for approval.
- The contract is executed by the customer's approval of the proposal.

**3. Information about the laboratory services**

- Delivery of the samples to the laboratory is provided by the customer on the agreed date.
- Customer is obliged to inform the laboratory about 10 days before the agreed sample delivery date.
- When the samples cannot be delivered at the agreed date, the new acceptance date is determined by the laboratory and notified to the customer.
- Tests are carried out in accordance with the national / internationally valid methods in the F71 list of services unless otherwise stated in the contract.
- When the declaration of conformity (whether suitable or unsuitable) for the results of the test is given, the incorrect rejection rule shall be applied in the test results of our laboratory. Otherwise, requests must be notified to our laboratory. When the uncertainty measurement affects the upper limit, the uncertainty measurement ( $k = 2$  at 95% confidence interval) is added to the test result and when it affects the lower limit, the conformity assessment is made by subtracting it.
- The information and customer rights, including sample information, test results and reports submitted, are protected by the Laboratory. In case of deviation from the commitments, the customer is informed by written, verbal and / or e-mail.
- The laboratory may temporarily assigned the tests to an external supplier that is accredited by the same parameter for unforeseen force majeure (eg work intensity, temporary capacity drop, device failure, etc.).
- Within the scope of the provided testing services, the customer name can be added to the reference list of our laboratory.
- Any request made by the customer regarding the test results and service offerings shall be evaluated according to the S01 Complaint Process.
- Due to the nature of the requested tests (in destructive test-inspection activities), the material losses due to the defect of our Laboratory within the period of the laboratory samples or visitors are covered by professional liability insurance and / or the related tests are repeated free of charge.
- It is the customer's responsibility to take and transport the samples whose tests have been completed. Our laboratory cannot be held responsible for any damage or losses incurred in the shipment. For samples not taken from our laboratory within 30 days, the storage fee is billed to the customer on a monthly basis as 5% of the total proposal price.

**4. Obligations of the client if accompanied by the tests**

- Upon prior notification, the customer or his authorized representatives may participate in the experiments as an observer.

**5. Payment Terms**

- The test fees are paid in the same way as the proposal.
- If the tests are cancelled after the contract and prepayment, 25% of the total amount of the test is deducted from the prepayment as the labor force loss of the laboratory and the rest is returned within one month.

**6. Delivery of sample, test report and invoice to customer**

- • When the fees of the tests are invoiced and paid as specified in the contract, the test report or the results are delivered to the customer.
- A simplified report is prepared for negative / failed test results unless the customer requests otherwise.
- In cases of dispute, the provincial courts where the laboratory is established are authorized.