



## **GENERAL TERMS AND CONDITIONS OF GSISTM**

### ***Scope of Application***

The following Terms and Conditions generally apply for works and services provided by Global Standard Institute for Systematic Testing and Measurements (Pvt) Ltd. (GSISTM). **This shall be operate as the business contract between the GSISTM Calibration Laboratory and the customer.**

It include the responsibilities, information and consultation of the GSISTM Laboratory and as well as the customer regarding the performance of Test / Measurements services.

#### **1. Confidentiality and Privacy**

GSISTM will maintain all activities and information from customers in strict confidentiality and privacy except in Law or Court purposes.

#### **2. Acceptance of quotation (or Contract Review agreement) by the customer.**

Customer can confirm his willingness to continue the calibration for the respective quotation by one of a following method or combination. It will be considered as the given approval on the part of the customer to the job and the consent to be bind by these Terms and Conditions of GSISTM.

1. Official Purchase order / Work order / Service order.
2. Full or partial (1/2 or more) payment in advance.
3. E-mail confirmation.
4. Sending equipment to the Laboratory with or without a prior notification.
5. Approving the respective quotation by signing and sending back.
6. Sending back the filled Test request form which is sent along with this (Not applicable to customers who sends our test request form for calling quotations only) Test Request Form to the customer along with the quotation and this Terms and Conditions and customer should fill and send the Test Request form.

However, customers are advised to fill the Test Request form send by the GSISTM herewith as by filling the form, customer can inform the Laboratory,

- The manner the customer required the calibration certificates (as hard copies / E- certificates)
- Whether the customer required due dates
- Whether the customer required conformity statement along with the calibration certificates
- The Method of Collecting Calibration Certificates

**Equipment identification / serial numbers to be placed in the Calibration stickers and as well as the Calibration certificates must be correctly provided by the customer with the Calibration request.**



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**Note: The serial number should be the number provided by the manufacturer. GSISTM shall not use any Identification / Serial number, which be in the previous calibration stickers placed on the calibration equipment / item.**

After completing the job, any change of the Identification / Serial number of the equipment will be done only in limited circumstances.

### **3. *Test Methods / Procedures***

Calibration / Test procedures are laboratory developed and based to an international and/or national standards. Those are verified and validated before intended to use and unique for GSISTM (Not publicly available). Consequently, we do not mention the respective method in our quotation since it is not useful at the customers' end. The respective method no will be clearly mentioned in our calibration certificates.

However, GSISTM will allow accreditation authorities and /or Certification bodies to access the hard copies of Test Methods / Procedures on their demand when assessing in the laboratory with the full written request letter send by the customer (Not an E-Mail). No soft copy of the Test Methods / Calibration Procedures shall be provided.

### **4. *Certificates***

For each and every calibration equipment GSISTM Calibration Laboratory shall issue a separate Calibration Certificate and it shall be issued with a respective QR Code to each page of a certificate. As per the request of the customer, hard copies / E- Certificates will be provided.

Certificate shall not be issued to a Third Party person or an authority except with full written document from the customer.

Re issuance of the Calibration Certificates shall be done only as page wisely. Therefore, the customers should inform the Laboratory with the exact relevant page which need to be revised.

For a page, there will **only be Three Revisions.**

If any page is revised for the,

- First Time - R1 is printed with QR Code in Green colour
- Second Time - R2 is printed with QR Code in Blue colour
- Third Time - R3 is printed with QR Code in Red colour

**Only the First revision page will be issued to the customer without additional payment regarding to a particular page.**

For the **Second revision an additional payment of Rs.500/-** and, For the **Third revision and additional payment of Rs.1000/-** will be charged as the paper cost.

**After the Third revision no amendments can be done.**



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The Third revision is the final revision and will only be issued a digital copy of the revised page in this stage to reduce the paper cost.

A printed hard copy of the page shall only be provided on the request of the customer and an additional cost shall be charged for that as well.

GSISTM strictly does not take any responsibility about missing or damage certificates after hand over the certificates to the customer.

However, with reasonable circumstances from the customer regarding missing or damage certificates, GSISTM will issue copies of certificates by authorization from the GSISTM Management as mentioned above.

Any revision will not be provided without full written prior request of the customer and the request must be approved by the management of the GSISTM.

The results in the Certificates shall not be valid to similar or equivalent item of the specific equipment or product or consignment or sample of the batch.

The certificate is not a proof about the quality or quality system of the company or the product of the customer.

### ***5. Issuing of the Certificate***

**The payment should be made in fully by the customer before collecting the certificates.** Otherwise, GSISTM is not obliged to issue certificates with any conditions of the customer.

When the calibration request is received as a third party requirement, GSISTM will not issue the certificates or any information of the equipment / test item / test sample to the owner except the authority of the third party.

The GSISTM will not take any responsibility as to any misplacements or damages occurred to the certificates during the period.

The GSISTM shall not take any responsibility of the Calibration Certificates and Calibration equipment / items after handover to carrier or registered post for the delivery purpose and the relevant details of the Carrier service order or the registered post receipt shall be provided to the customer as soon as handover for the delivery.

When customer required soft copies or E-Certificates, shall be sent through E-mail.

If customer needed soft copies of the certificates in addition to the hard copies (Printed copies), customer must request that through e- mail.

### ***6. Information / Complaint / Consulting about Certificates***

Customer can inquiry all about certificate content which are the technical and general details of a calibration certificate within period of **ONE (01) YEAR** from issue date of the certificate.



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### **7. *Limited Warranty***

All calibration certificates have **THIRTY (30) DAYS** warranty (Limited Warranty) from the issue date of the certificate.

Customer is free to complaint or make an inquiry about the certificate within this thirty days period and within this period, GSISTM Calibration Laboratory is obliged to carryout recalibration or to reissue the calibration certificates at the dissatisfaction of the customer.

However, GSISTM shall not take any responsibility of the Calibration certificates when damages or modifications done to the calibration equipment / item after handover the equipment / item to the customer by the GSISTM at the completion of the job.

Customer complaints will be resolved within a minimum period of time possible to the Laboratory.

### **8. *Validation Period of the Certificate***

Generally, this certificate is valid for one (01) year period.

However according to ISO / IEC 17025, customer should determine the period of validation of this certificate and as well the period for the next calibration.

This certificate shall not valid for any damaged or modified calibration equipment / item when recognized by the GSISTM with the condition when handover the calibration equipment / item.

### **9. *History***

GSISTM Calibration Laboratory will maintain history about the calibration equipment / item as Five (05) years retaining period for soft copies.

### **10. *Change of General Terms and Conditions***

The GSISTM and customer will bond with these general terms and conditions.

These all terms and conditions are right of the GSISTM and the GSISTM have the right and discretion to add, remove or to amend the conditions of the Calibration certificates as per the requirement of the management of the GSISTM Calibration Laboratory.

GSISTM shall inform the customer when any change or amendment done to these terms and conditions.

**GSISTM MANAGEMENT**