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|  **CUSTOMER INFORMATION** | **INVOICE DETAILS** |
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| **APPLICANT COMPANY:** | **TRADE NAME:** |
| **BUYER COMPANY:** | **CONTACT/E-MAIL:** |
| **CONTACT PERSON/E-MAIL:** | **TAX OFFICE/TAXPAYER ID NO:** |
| **ADDRESS:** | **ADDRESS:**  |
| **Do you request a conformity assessment for the results?** **If yes, please specify how the decision rule will be applied.**  |  **YES ………………………………………………………** **NO** |
| **TELEPHONE/FAX:** | **TELEPHONE/FAX:** |
| **DELIVERY OF REPORTS** | **E-mail:**  |  **Fax :**  | **Cargo:**  |

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| **Product Type**  | **Brand**  | **Size**  | **Requested Analyses** | **Please specify the performance level requested for the implementation of the test, if it has been determined**  |
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**Date: CUSTOMER APPROVAL- SIGNATURE**

 **CONDITIONS OF THE AGREEMENT**

1. The customer and sample details as well as the tests section of the Sample Acceptance Form are completed by the customer. Test reports are drawn up in accordance with these details. The accuracy, sufficiency, completeness and updatedness of the sample information provided by the customer are under the personal responsibility of the customer. Minimum report fee is collected for re-issuance of a report as a result of provision of incomplete or incorrect information. The customer’s corporate seal in each form must be sealed and the Sample Acceptance Form must be sent to MNA Laboratories. Sample Acceptance Forms which are sent after being signed and sealed are deemed to be an approval from the customer for the processing of the test.
2. Customer details (company information, sample information, analysis results and analysis reports) may not be disclosed to third parties without written consent of the customer. Analysis reports and results are sent to the customer specified as the “Buyer Company” in the Sample Acceptance Form or its representative company without obtaining an approval.
3. The arrival date of the samples which could not be processed due to incomplete information, missing sample etc. in the Sample Acceptance Form is deemed to be the date when the incomplete items are compensated. These types of samples are kept in the laboratory for not more than 1 week (the samples are kept at +4 °C for Chrome +6 analysis). If the incomplete items are not compensated at the end of such 1-week period despite of the request thereof, the customer may not claim any right for the sample.
4. A cancellation request is fulfilled within 24 hours following the transmission of the Sample Acceptance Form to the opposite party by fax for normal services and within 4 hours for express services. A cancellation request is not accepted for express and urgent services and the costs of the completed tests are invoiced.
5. The delivery of the sample to the laboratory is under the responsibility of the customer whereas the delivery of analysis reports or analysis result samples to the customer is under the responsibility of the laboratory.
6. Information may be obtained from the sample acceptance department for the quantity of the sample for the requested analyses (at least 10 g sample is required for DOT analysis and at least 10 g sample is required for Chrome +6 analysis). The quantity of samples is determined on the basis of the analyses requested for gloves samples. Sample quantities are designated in accordance with the applicable standards.
7. A re-test is not performed on the same sample for any objections whose analysis report issuance date is older than 1 month. Tested samples are delivered under a written approval. The Analysis Results and Analysis Report is kept for 1 year.
8. If the sample is requested to be returned, the samples are required to be taken from our laboratory within one week. If desired, the sample may be returned via cargo against a counter payment.
9. Unless otherwise agreed, the reports are printed and delivered for once. Any additional original report requests are subjected to an extra cost.
10. The reports are issued in Turkish. If it is requested in English, a different pricing shall be applied.
11. If the respondent of the invoice is different from the applicant company, the Sample Acceptance Form must bear the original seal and authorized signature of the respondent.
12. Any information about the customer as requested by the legal authorities are disclosed.
13. An out of limit result is given at the decision stage in consideration of public health if an out of limit circumstance is observed when ± measurement uncertainty is included in the calculation in case of assessment by taking measurement uncertainty into account.