



Notes:

If the sample to be tested is a „finished product”, please write here the manufacturer, distributor, license number and main data of the finished product (expiry date, lot number, registration number, etc.).

We recommend our customers to sign either the Quality Agreement required by the ISO (17025) / GMP or the commonly used task division matrix with our laboratory. Feel free to ask for our core document with confidence! In the absence of these, the following simplified quality conditions apply to analytical and all other activities regulated in our ISO (17025) / GMP system:

If the subject of the order is method transfer (AMT), method development, or the customer wants to perform the test based on a specific method (own, standard, etc.), please send us the relevant protocol, SOP, article, standard, in e-mail.

Acting in its own quality assurance competence, the laboratory is entitled to upload, approve and treat the submitted protocols and methods as a regulated document. Our client can also initiate their own approval.

We are publishing fully ISO (17025) / GMP-verified and ISO (17025) / GMP-monitored results in a Test Report or Certificate of Analysis, whereas in case of partial quality assurance, a partial fulfillment of the requirements described in the ISO (17025) / GMP at the customer's request are published in a Report.

Issuing a Test Report requiring full quality assurance without method verification or adoption is impossible.

In case you do not provide us with standards or columns, you will be charged separately.

The customer declares that the sample represents the test substance from which it was collected.

Kromat Kft. - FEPTtest LabServices declares that measurements and documentations thereof are based on ISO (17025) / GMP regulations and its own SOPs.

By signing this document, the customer acknowledges and accepts the responsibility matrix and the conditions within this present document and the quality management documentation of Kromat Kft. - FEPTtest LabServices. By signing this document, the client accepts the price offer sent by Kromat Kft. - FEPTtest LabServices via e-mail and settles the invoice within 30 days after completion.

The customer has the right to audit the examination sites of Kromat Kft. - FEPTtest LabServices every 3 years, on the basis of a preliminary agreement, to which a third party in a business relationship with the customer may be connected by agreement.

The Laboratory shall store the residual sample at the prescribed storage temperature for 30 days without special request.

We will accept a complaint about the result for 30 days after the release of the result.

The Laboratory shall retain and safely store all raw data in electronic or paper form for at least 10 years.

Date:

Customer name

Customer signature