

CENTRAL ANALYTICAL LABORATORY at PULP AND PAPER INSTITUTE, Sofia	QUALITY PROCEDURE	Code: QP 701-2 Version: 01
	GENERAL COMMERCIAL CONDITIONS	Date: 20.02.2020 Page: 1 of 2

## 1. Field of Application

Legal relationships of the CENTRAL ANALYTICAL LABORATORY at the PULP AND PAPER INSTITUTE with its CONTRACTING AUTHORITY/APPLICANT are based on the following contractual terms. Different commercial terms of the CONTRACTING AUTHORITY are a part of Contract only when they have been explicitly acknowledged in writing.

## 2. Order

The order acceptance (made orally, by telephone or by negotiator), additional guarantees and arrangements must be confirmed in writing by the CENTRAL ANALYTICAL LABORATORY at the PULP AND PAPER INSTITUTE in order to become effective. Subject of the order are tests under the competence recognized by the Executive Agency "Bulgarian Accreditation Service" and transmission of experience and expertise.

## 3. Order Performance

The order is performed by the CENTRAL ANALYTICAL LABORATORY at the PULP AND PAPER INSTITUTE as by an independent party, conscientiously and applying the best knowledge and skills.

Orders taken by the CENTRAL ANALYTICAL LABORATORY at the PULP AND PAPER INSTITUTE are relevant to:

**Testing** of pulps for the production of paper and board, paper, board, corrugated board and packaging (solid board and corrugated packaging) by approved standardized methods and validated intra laboratory methods;

**Opinions and interpretations** for specific test in accordance with БДС EN ISO/IEC 17025:2018, as well as declared compliance with specification or requirement. They shall be **justified** and **clearly marked as laid down in a protocol** so that **they do not be confused with** the control and certification of products, provided for in ISO/IEC 17020 and ISO/IEC Guide 65.

They may cover:

- Opinions concerning the Declaration of Conformity / Non-Compliance with the requirements;
- Complying the contractual requirements;
- Recommendations concerning the results using;
- Recommendations for improvement.

In any case the opinions and interpretations are communicated in direct dialogue with the client, if there is no written opinion under the abovementioned.

## 4. Obligations of the CONTRACTING AUTHORITY/APPLICANT

The CONTRACTING AUTHORITY/APPLICANT shall not give the CENTRAL ANALYTICAL LABORATORY any guidance that might confuse the actual situation or the testing results and evaluation. The CONTRACTING AUTHORITY/APPLICANT shall be obliged to give the CENTRAL ANALYTICAL LABORATORY all of the necessary information and documents for the order performance – free of charge and in a timely manner.

Drawn up: February 2020 Svetla Tsanova	Checked: February 2020 Darina Doncheva	Approved: February 2020 Krasimir Savov	Applicable as from: February 20, 2020
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## 5. Confidentiality

The CENTRAL ANALYTICAL LABORATORY at the PULP AND PAPER INSTITUTE is forbidden to publish, distribute or use facts and documents that have become available to it as a result of the activity and/or otherwise, without the CONTRACTING AUTHORITY/APPLICANT permission. All of the Laboratory assistants have signed a Privacy Statement.

## 6. Copyright Protection

Publication of test results and conclusions, their application and dissemination are permitted only under their contractual intended purpose, with the explicit mention of the CENTRAL ANALYTICAL LABORATORY at the PULP AND PAPER INSTITUTE. Test results concern only the samples tested. Extracts of the test report may not be reproduced without the written consent of the testing laboratory.

## 7. Prices

The CENTRAL ANALYTICAL LABORATORY requires payment according to a Pricelist approved by the PULP AND PAPER INSTITUTE Executive Director and published on the site of the Institute. After receiving the test samples, the CENTRAL ANALYTICAL LABORATORY sends a Proforma Invoice/Invoice to the CONTRACTING AUTHORITY/APPLICANT. When the payment is made, the CENTRAL ANALYTICAL LABORATORY sends the test results in the form of original protocol or its scanned copy.

## 8. Time Frames

The CENTRAL ANALYTICAL LABORATORY at the PULP AND PAPER INSTITUTE assumes a guarantee for observation of a certain time frame agreed with the client for test completion and protocols issuing (five working days for ordinary orders and three working days for express orders). In case there is a time frame agreed for submission of the services results, it shall start running from the conclusion of the Contract.

If documents by the CONTRACTING AUTHORITY/APPLICANT or payment of an advance are required for the order performance, the time frame shall start running from the moment of their receiving.

CONTRACTING AUTHORITY/APPLICANT may claim non-compliance with agreed time frames, for instance, if a delayed result leads to losses for the CONTRACTING AUTHORITY/APPLICANT, but the time frames cannot be shorter than the technological ones, i.e. according to test methods.

## 9. Termination of the Contract

The CENTRAL ANALYTICAL LABORATORY at the PULP AND PAPER INSTITUTE may terminate the Contract at any time, if there is an important reason. The termination of the Contract shall be made in writing. Termination of a Contract without reasonable cause is excluded.

## 10. Liability and Limitation

The CENTRAL ANALYTICAL LABORATORY at the PULP AND PAPER INSTITUTE shall be solely responsible for the truthfulness of the test results it performs. It does not take responsibility for incorrectly sampling, as well as when they are delivered damaged as a result of improper protection during transport by the CONTRACTING AUTHORITY/APPLICANT, despite the professional consultancy assistance of the CENTRAL ANALYTICAL LABORATORY at the PULP AND PAPER INSTITUTE. Test results relate only to the samples analyzed, as sampling has been made according to the described in each Protocol by the Applicant.

The CENTRAL ANALYTICAL LABORATORY at the PULP AND PAPER INSTITUTE issued TEST REPORTS, **NOT** QUALITY AND/OR SUITABILITY AND SAFETY CERTIFICATES.