

GENERAL SERVICE CONDITIONS

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1. Samples should be accompanied by a letter of request – the Test Request Form (which can be downloaded from the web site www.brachi.it or in the MyLAB area of the portal or by written request to marketing@brachi.it) indicating all relevant information needed to determine the type of test to be carried out and the respective technical method. For samples that are brought personally to the lab, our staff will request you to fill out the Test Request Form in two copies. With the receipt of the Test Request Form filled out (in any format, paper form or digital) the Client accepts the tests they have requested to be carried out according to this form. For any unclear requests, the Laboratory will contact the referent directly for clarification.
2. Tests performed for defect analysis are preferably received by appointment and will be handled directly by the Technical Director and / or Technical Management.
3. Lab tests are generally of a destructive nature, therefore unless special instructions are issued at the moment of the request, the laboratory is deemed authorized to cut the samples. If the customer wishes to attach a portion of the sample on the test report, this will need to be requested when the samples are delivered or on the test request form. The remainder of the samples is kept in the laboratory for a period of three months from the date of issue of the test report. Upon Customer's request, which must be indicated in the TRF and within this period, they may be returned at their expense, otherwise they will be disposed of after three months.
It will be possible to receive, upon prior request, the Testing "Cards" containing the tested specimen. The cost of a single card is euro 2,5 (each card contains only one test specimen).
4. The tests are carried out by using the methods specified by the national standard (UNI), or, upon request, in line with other standards (EN, ISO, DIN, BS, ASTM, AATCC, GB, etc.), where possible, the laboratory can also perform testing based on methods agreed with the customer.
5. The test results only relate to the tested materials and the test report is not valid as approval or certification of the entire sample.
6. Upon request, the laboratory will provide a declaration of conformity by numerical comparison between the data resulting from the test and the legal/specification limit (where present or supplied by the customer). When formulating the declaration of conformity with respect to the limits or specifications, the laboratory does not take in account the uncertainty of measurement, unless otherwise provided by the standard or requested by the customer. This corresponds to a risk of providing false positives or false negatives for results in the range of the legal/specification limit equal to 50%.
7. Any deviations from the test conditions provided by the methods are reported on the Test report.
8. The request of testing signed by the customer, authorizes the Laboratory to the processing of personal data of the Customer pursuant to the Legislative Decree 196/03 and GDPR 769/2016.
The analysis data are the exclusive property of the customer and as such confidential and treated according to the legislation D.Lgs 196/03 and GDPR 769/2016 regarding personal data protection.
The disclosure of confidential informations
can only take place if required by law by the competent Authorities.
9. The laboratory reserves the right to subcontract Services or part of them. All subcontractors meet our effective qualifying requirements and comply with our confidentiality, conflict of interests and business procedures.
10. The official Test Report is considered the one provided in Pdf format, digitally signed. The test report, validated by the Director, is then sent to the email address specified by the customer. A certified copy of this report in pdf format, is kept in the archive of the Laboratory for the period specified by the appropriate internal procedures. Any hard copy, bearing the signature of the Director, may be issued upon specific request of the customer at the cost of € 5.00 plus any shipping costs. The request for modifications / additional information to the test report that has already been issued will have a cost of euro 15,00 per test report. For clients who request it, the data contained in the Mylab platform,

comply with the test reports and the Laboratory will not be held responsible for any processing carried out by the customer.

11. Upon customer request, copies of test reports and translations of the Director's Relations can be issued and the costs are indicated on the price list.
12. The costs of the tests are generally governed by the current annual price lists. Upon request we can provide price quotations (economical offers). The Customer will need to refer to the current economical offer quoted when requesting tests, otherwise, the price list prices will be implemented or previous discount conditions will be applied. The minimum cost for the test report is euro 30,00.
13. Test reports are generally invoiced each month. Payment must be made within 30 days, unless otherwise agreed, by direct remittance or by bank receipt, all expenses are charged to the customer.
14. The documentation of the tests conducted and the respective test report will be stored for 4 years in the original paper form. In case the Customer requires a different type of archive of the documentation for a longer term than the present conditions, the Customer must specifically request this in writing to the Laboratory.
15. The lead time for testing is approximately 5 working days. If the sample is delivered within 11.00 am, the test will begin the day of entry of the sample, if it is delivered after this time, the service will start from the next working day. The sample will be processed for testing only if it is accompanied by the test request form duly filled in. If the test request form is not clear, or there is a lack of sufficient material to carry out the test (based on the information in the offer or on the web site of the laboratory), the lead time is calculated from the moment all the information and material has been delivered.
For the analysis of defects is not possible to define exact lead times.
16. Upon customer request, test results can be given in less than 5 working days. This service, called **RUSH**, has a **surcharge of 30% on the price of a single test** and provides **results within 3 working days** (the test report will be sent subsequently). If the sample is delivered within 11.00 am, the test will begin the day of entry of the sample, if it is delivered after this time, the Rush service will start from the next working day. In the event that there is a request for the rush service and the Laboratory has not been able to give results within the 3 days, the surcharge will not apply.
17. If the customer wishes to assist during the performance of tests either directly or through a representative, it is necessary to send this request to the Director or the Technical Director of the laboratory to fix a date and time and to ensure that the customer is accompanied within the premises of the laboratory by authorized personnel.
18. The customer must refer to the Director or the Technical Director and cannot interact directly with the personnel performing the tests.
19. The Laboratory uses the ACCREDIA accreditation mark in accordance with the provisions of Document RG09. In the view of transparency, the Laboratory always issues Test Reports (containing at least one accredited test) using the Accredia mark/reference, unless explicitly agreed in a legal or documented agreement with the customer. In these cases, the Laboratory informs its customers that such test reports are not accredited and consequently are not covered by EA MLA.
20. Any complaints must be made in writing.

ACCREDITATION ACCREDIA – Information

- BTS is accredited by ACCREDIA (Accreditation n 0224 L) that is, the National Board in charge of granting or withdrawing accreditation at the national level for all testing laboratories.
- The customer can review the list of tests that the laboratory is accredited for directly on the ACCREDIA web site (www.accredia.it) by clicking on the appropriate section and entering the number of the laboratory accreditation in the search section. The Laboratory accreditation number is n. 224.
- The list of accredited tests can also be transmitted by e-mail and is always available to review at the Laboratory.
- "Accreditation" means: the formal recognition of the competence of a laboratory to determine characteristics of a product and / or material according to specific procedures. ACCREDIA grants accreditation to a testing Laboratory when the technical and managerial competences are satisfied in accordance with the requirements of UNI CEI EN ISO / IEC 17025 but this does not represent a guarantee issued by Accredia related to single performances of the Laboratory.
- The duration of the agreement, between ACCREDIA and Brachi Testing Services, is valid for 4 years; the expiry date is stated on the certificate of accreditation.
- Since there is an Agreement of **Accreditation of the Laboratory signed with ACCREDIA** please note the following:
 - ◇ The test report cannot be partially duplicated by the Customer without the prior written approval of the Laboratory;
 - ◇ The test results relate only to the items tested;
 - ◇ The Customer may not use the ACCREDIA logo or any reference to accreditation in relation to the Test Reports. In particular, with reference to the ACCREDIA Regulation "Requirements for the use of the logo" it is noted that:
 - The ACCREDIA logo and any reference to its accreditation shall not be applied on a test sample or a product (or portion of) or used to implement product certification;
 - The ACCREDIA logo or any reference to accreditation should not be used in the documentation concerning a product, it is possible to attach a copy of the test report;
 - The ACCREDIA logo and any reference to the accreditation should not be used in such a way as to create the impression that ACCREDIA accepts responsibility for the result of the test, or for any opinion or interpretation which may arise, or that ACCREDIA approves a test sample or a product.