



VİTSAN GÖZETİM MÜMESSİLLİK VE TİC. A.Ş. LABORATUVARLARI

## LABORATORY SERVICE TERMS

### 1. DEFINITIONS AND ABBREVIATIONS

- 1.1. Vitsan Gözetim Mümessillik ve Tic. A.Ş. shall hereinafter be referred to as VITSAN.
- 1.2. The person, company, or institution receiving the service shall be referred to as the CLIENT.

### 2. PURPOSE

These service terms apply to all testing, analysis, and laboratory services carried out by VITSAN and define the administrative, financial, and legal conditions between VITSAN and the CLIENT. By benefiting from VITSAN's services, the CLIENT is deemed to have accepted these terms.

### 3. SCOPE OF SERVICE

- 3.1. VITSAN performs all tests within the scope of TS EN ISO/IEC 17025:2017 using methods in accordance with the relevant standards.
- 3.2. Tests or analyses outside the accredited/non-accredited scope are communicated to the CLIENT with justification.
- 3.3. Methods, measurement uncertainties and equipment are prepared and maintained in compliance with relevant standards.

### 4. IMPARTIALITY AND CONFIDENTIALITY

- 4.1. VITSAN adheres to the principles of impartiality, independence, and confidentiality in all activities.
- 4.2. VITSAN operates free from any commercial, financial, or political pressure that may affect impartiality.
- 4.3. No activity that could compromise decision-making independence or analytical integrity is permitted.
- 4.4. All information, documents, results, and reports belonging to the CLIENT are kept confidential and not shared with third parties.
- 4.5. In cases where information must be disclosed due to legal obligations, the CLIENT is informed unless legally prohibited.

## **5. SAMPLE ACCEPTANCE CONDITIONS**

- 5.1.** The CLIENT is responsible for delivering samples to VITSAN under appropriate conditions.
- 5.2.** Sample suitability is checked at the time of receipt.
- 5.3.** Samples must comply with the Sample Acceptance Criteria.
- 5.4.** Non-conforming samples are recorded and the CLIENT is informed.
- 5.5.** If the CLIENT requests analysis of a non-conforming sample, a Waiver Statement is obtained and the sample is processed accordingly. The Waiver Statement is attached to the report.
- 5.6.** VITSAN reserves the right to reject samples deemed unsuitable for analysis.
- 5.7.** Samples are tracked through a barcode system in accordance with TS EN ISO/IEC 17025 requirements during analysis.
- 5.8.** Samples are retained for 90 days and then disposed of.

## **6. MEASUREMENT UNCERTAINTY, CALIBRATION AND TEST METHODS**

- 6.1.** VITSAN ensures that analysis equipment is calibrated using traceable standards.
- 6.2.** If a device malfunction is detected, the analysis is halted and the CLIENT is notified.
- 6.3.** Decision rules specified in legislation are applied for statements of conformity; if none exist, the Simple Decision Rule is used.
- 6.4.** Only verified and validated test methods are used.
- 6.5.** When a method change is required, the CLIENT is informed.
- 6.6.** Alternative methods may be used with CLIENT approval when necessary.

## **7. REPORTING OF RESULTS**

- 7.1.** Test results are reported in accordance with TS EN ISO/IEC 17025.
- 7.2.** Reports include laboratory information, sample description, methods, results, measurement uncertainty upon request, and the names of the authorized personnel performing and approving the test.
- 7.3.** Report revisions are managed according to the relevant procedure.

## **8. FEES AND PAYMENTS**

- 8.1.** Test fees are communicated to the CLIENT in advance.
- 8.2.** Payments are made prior to service or in accordance with contractual terms.
- 8.3.** VITSAN reserves the right to change prices.

## **9. CANCELLATION OR SUSPENSION OF TESTS**

VITSAN reserves the right to cancel or suspend testing in the following situations:

- 9.1.** When the sample is unsuitable for analysis.
- 9.2.** When device malfunction or inappropriate environmental conditions occur.
- 9.3.** In cases of non-compliance with safety or quality requirements.
- 9.4.** When incorrect or misleading information is provided by the CLIENT.

## **10. LIMITATION OF LABORATORY LIABILITY**

- 10.1.** VITSAN is responsible solely for the analysis results.
- 10.2.** Decisions made based on the results are the CLIENT's responsibility.
- 10.3.** Indirect damages are excluded from VITSAN's liability.
- 10.4.** In case of disputes, results from TÜRKAK-accredited laboratories are taken as reference.
- 10.5.** Istanbul courts have jurisdiction over disputes.

## **11. CLIENT RESPONSIBILITIES**

- 11.1.** The CLIENT may visit the laboratory in a planned manner and observe the tests.
- 11.2.** Complaints may be submitted verbally or in writing.
- 11.3.** Complaints are resolved in accordance with TS EN ISO/IEC 17025.
- 11.4.** The CLIENT may request objections or retesting.
- 11.5.** The CLIENT may participate in satisfaction surveys available on the website.