

## ADDRESS

Corso Europa 1334  
16166 - Genova (GE) - Italy  
P. IVA: 02567870221  
Capitale Sociale: € 700.000 i.v.  
R.E.A: GE-523728

## Contact

+39 010 0980270  
info@isalab.it

### 1. General Evaluation Conditions

Activities will be carried out in accordance with internal procedures and applicable regulations available on our website:

- Evaluations/inspections: **Pr-COM-01 Evaluation/Inspection Regulation**
- Certification: **Pr-COM-02 Certification Regulation**
- Certification ECM: **Pr-COM-03 ECM Regulation**

By signing the offer/formalizing the contract, the Client undertakes to accept its contents, including all applicable rules and regulations specified in the reference documents (Pr-COM-01, Pr-COM-02, Pr-COM-03), thus ensuring full compliance with the required standards.

Our **privacy policy** in accordance with the GDPR can be found on our website.

### 2. Subcontracting

Isalab Srl does not subcontract the activities covered by the contract. However, it may subcontract laboratory tests.

### 3. Rights and Duties of the Client

The Client agrees to:

- Allow access to their premises and provide the necessary resources for carrying out the evaluation activities, particularly to the people responsible for the activities subject of the evaluation and, if applicable, to the inspectors from Accredia and/or ANSFISA, in compliance with current safety regulations;
- Ensure all necessary conditions to allow the optimal execution of the evaluation, even if carried out at third-party locations; Comply with the payment terms specified in the contractual documents. In case of non-compliance within the contractually agreed timeframes, Isalab Srl will suspend all ongoing activities until an agreement between the parties is reached. Failure to pay invoices will result in the invalidation of the certification and the final evaluation report.

The Client has the right to require Isalab Srl to sign a confidentiality agreement before receiving any documents.

### 4. Rights and Duties of Isalab Srl

Isalab undertakes to:

- Ensure the presence of the assigned inspection personnel during the evaluations;
- Comply with the safety regulations in force within the Client's premises to which Isalab personnel have access;
- Respect the agreed and scheduled timelines for carrying out the evaluation activities and for delivering the final documentation;
- Ensure the confidentiality of any information received from the Client that is relevant or necessary for carrying out the evaluation activities.

### 5. Responsabilità

- The Client commits to ensuring the completeness and accuracy of the documents and information made available to Isalab.
- Isalab is explicitly exempt from any liability in the event of missing or incomplete data, as well as if such data does not accurately reflect the actual situation of the company.
- Isalab is responsible for verifying what has been contractually agreed upon but assumes no direct responsibility regarding the adequacy of the technical choices made by the Client's organization—which remains solely responsible—nor for verifying compliance with legal requirements.
- The evaluation activities carried out by Isalab do not exempt the Client from legal obligations related to the products, processes, and services it provides, nor from contractual obligations towards its customers, excluding any liability or warranty obligations. In particular, it is agreed that Isalab cannot be held liable for defects in products, processes, or services supplied by the Client to third parties, as covered by Legislative Decree 6.09.2005 n. 206 and subsequent amendments (Consumer Code), Directive CEE 85/374 (and/or any later modifications or additions), concerning liability for defective products, or for any systematic or occasional conduct of the Client that does not comply with laws and/or regulations.
- Isalab shall not be held responsible for any inadequacies or damages of any kind caused during the activities by the Client or by its products, processes, or services.

### 6. Complaints and Appeals

Any interested party, including certificate holders and other stakeholders, can submit a complaint regarding ISALAB's activities. All complaints and appeals related to Isalab's activities must be submitted in writing (via certified email or registered mail) within three months from the occurrence of the event in question (e.g., receipt of the audit report, notes from the audit, etc.). All complaints received will be reviewed by the organization within 5 working days. If the complaint is found to be valid, the Client will be promptly informed and corrective actions will be implemented without delay.

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### 7. Disputes

In the event of any disputes between the Client and Isalab, the Court of Genoa shall have exclusive jurisdiction.

### 8. Confidentiality

All necessary documents and information for carrying out the evaluation activities shall be considered confidential.

Access to such documents and information shall be restricted to those involved in the evaluation process, the Client, and, if necessary, the accreditation body.

Isalab undertakes not to disclose or use in any way the information, data, or documents related to the evaluation activities in which it participates.

Isalab commits to storing and managing the documentation received from the Client in a manner that prevents third parties from accessing or copying it.

Isalab Srl operates in compliance with the provisions of Legislative Decree June 30th 2003 n. 196 (personal data protection).

The intellectual property rights of the documentation issued by Isalab Srl remain the exclusive property of Isalab Srl and may not be disclosed to third parties without Isalab's prior consent, except for uses provided under the terms of the contract.

### 9. Force Majeure

Isalab Srl shall not be bound by this contract and shall not be held liable in the event of external circumstances defined as "force majeure" over which it has no control. The term "force majeure" refers to all unforeseeable events beyond the control of Isalab Srl that occur after the contract has been signed.

### 10. Safety Obligations

Isalab Srl undertakes to comply with the Client's Safety Plan, which must be provided to Isalab Srl in advance.

Isalab Srl confirms its compliance with the worker safety regulations established by Legislative Decree 81/08, including all subsequent amendments and additions, with particular attention to the obligations set out in Articles 20 and 26 of the said Decree, as well as the instructions issued by the Prevention and Protection Service Manager.