



Technical Terms and Conditions for Certification Services

Tehnični pogoji za storitve certificiranja

1. GENERAL

- 1.1 To achieve and preserve certification, Bureau Veritas Certification's (here below referred as BVC) Clients are required to develop and maintain their management systems in accordance with applicable specifications, allowing unconditional access to BVC to audit or otherwise verify these management systems against the applicable specifications.
- 1.2 The certification awarded by BVC covers only, as the case may be, those services or products manufactured and/or supplied under the scope of the Client's management systems certified by BVC. For certain certification schemes, amplification of the contents of this document is required. This is provided separately for the scheme concerned. Clients remain solely liable for any defect in their services and products and shall defend, protect and indemnify BVC from any and all defects, claims or liability arising from said services and products.
- 1.3 The issued certification does not exempt Clients from their legal obligations in respect of the services or products or any other requirement in the scope of their management systems.
- 1.4 BVC shall be authorized to make copies of Client Information, as may be required by the Accreditation Body's retention policy.

2. SERVICES

2.1 DEFINITIONS

- 2.1.1 Capitalized terms not otherwise defined herein shall have the meaning given to such terms by the "Conformity Assessment" vocabulary as stated in the ISO/IEC 17000 standards complemented by IAF or EA mandatory documents if any.

2.2 REQUESTS FOR CERTIFICATION

- 2.2.1 For the purpose of any accredited Services provided under this Agreement, the Contracting entity will be:
 - (a) Bureau Veritas Certification Holdings SAS UK Branch, for services under UKAS accreditation.
 - (b) Bureau Veritas Certification Holdings SAS for services under SAAS accreditation or UNIFE recognition.
 - (c) The local Bureau Veritas legal entity for services under their accreditation.
- 2.2.2 The Client will be asked to supply detailed information about the size and scope of its operations that will be subject to the Services.
- 2.2.3 Upon receipt of such information from the Client, BVC shall issue an Application Form.
- 2.2.4 For quality, environmental, and occupational health & safety management systems, BVC will determine the audit duration based on the information submitted by the client and the application of the IAF Mandatory Document 5. The justification of the calculation can be made available to the client upon request.
- 2.2.5 Where a Multi-Site Offer is made, this will be based on the information supplied by the Client and includes the multi-site criteria of the accreditation rules according to the latest edition of the relevant Accreditation Body rules for each certification schemes. Where any subsequent audit information supplied by the Client is found not to be accurate, BVC reserves the right to amend and correct its offer and/or the Agreement accordingly to ensure compliance with the aforementioned rules.

2.3 THE INITIAL CERTIFICATION PROCESS

The details of the Services to be provided must be agreed between the Client and BVC prior to BVC commencing any such Services.

1. SPLOŠNO

- 1.1 Da bi pridobili in ohranili certifikat, morajo naročniki razvijati in vzdrževati svoj sistem vodenja v skladu s ustreznimi specifikacijami in omogočiti Bureau Veritas Certification (od tu dalje kot BVC) brezpogojen dostop za izvajanje presoj oziroma drugo ocenjevanje (verifikacijo) sistemov vodenja glede na ustrezne specifikacije.
- 1.2 Certifikati, ki jih podeljuje BVC, zajemajo, glede na primer, samo tiste proizvode ali storitve, ki jih naročnik izdelava in/ali dobavi v okviru področja sistema vodenja, ki je certificiran s strani BVC. Pri določenih certifikacijskih shemah se zahteva razširitev vsebine tega dokumenta, ki se pripravi posebej za vsako posamezno shemo. Naročnik je in ostane izključno odgovoren za vsako napako v svojih storitvah in proizvodih in bo BVC zaščitil, mu povrnil vso škodo in odvezal vsake in vsakršne odgovornosti pred vsako in vsakršno napako, zahtevo, zahtevkom ali odgovornostjo, ki bi izviral iz tega naslova.
- 1.3 Izdan certifikat naročnika ne odvezuje njegovih zakonskih obveznosti glede proizvodov in storitev ali katerekoli druge zahteve s področja njegovega sistema vodenja.
- 1.4 BVC je pooblaščen za izdelavo kopij podatkov o strankah, kot to lahko zahteva pravilnik o hrambi akreditacijskega organa.

2. STORITVE

2.1 DEFINICIJE

- 2.1.1 Izrazi, zapisani z veliko začetnico, ki niso tu definirani drugače, imajo pomen, kot je za te izraze naveden v slovarju »Ugotavljanje skladnosti« standardov serije ISO 17000 dopolnjeni z obveznimi dokumenti IAF ali EA, če obstajajo.
- 2.2 **POVPRAŠEVANJE PO STORITVI CERTIFICIRANJA**
 - 2.2.1 Za namene kakršnih koli akreditiranih storitev, ki jih zagotavlja ta sporazum, bo pogodbeni stranka:
 - (a) Podružnica Bureau Veritas Certification Holdings SAS UK, za storitve po akreditaciji UKAS.
 - (b) Bureau Veritas Certification Holdings SAS za storitve pod akreditacijo SAAS ali priznanjem UNIFE.
 - (c) Lokalni pravni subjekt Bureau Veritas za storitve po njihovi akreditaciji.
 - 2.2.2 Od naročnika se zahteva, da dostavi podrobne informacije o obsegu in področju svojega poslovanja, ki bo predmet storitev BVC.
 - 2.2.3 Po prejemu informacij od naročnika bo BVC izdal vlogo za certificiranje.
 - 2.2.4 Za sisteme upravljanja kakovosti, okolja ter varnosti in zdravja pri delu bo BVC določil trajanje presoje na podlagi informacij, ki jih je poslal naročnik in uporabe akreditacijskega dokumenta IAF MD5. Obrazložitev izračuna je lahko na voljo naročniku na njegovo prošnjo.
 - 2.2.5 Kjer se izdelava ponudba za več lokacij, je le-ta osnovana na informacijah, ki jih posreduje naročnik in vsebuje večlokacijske kriterije za več lokacij po akreditacijskih pravilih v skladu z zadnjo veljavno verzijo pravil relevantne akreditacijske ustanove za posamezno certifikacijsko shemo. V primeru, da se ugotovi, da so bile informacije naknadno posredovane s strani naročnika napačne, si BVC pridržuje pravico, da dopolni in popravi svojo ponudbo in/ali pogodbo tako, da zagotovi skladnost z zgoraj navedenimi pravili.

2.3 POSTOPEK PRVEGA CERTIFICIRANJA

O podrobnostih glede načrtovanih storitev se BVC in naročnik dogovorita pred začetkom opravljanja storitev.



Technical Terms and Conditions for Certification Services

Tehnični pogoji za storitve certificiranja

2.3.1 ADVANCE PLANNING SESSION

- (a) Advance Planning Session is required with the client prior to final determination of audit time in case of extended audit approach and is applicable only when the client's management system is fully integrated and certification is against two or more sets of audit criteria/standards.
- (b) Planning session will be conducted by BVC prior to or during Stage 1 at first time and afterwards when there are major changes in the organization or the Integrated Management System of the organization. Information and Communication Technologies (ICT) may be used for the planning session.
- (c) BVC audit team leader will make final determination of audit time during the planning session and effective structuring of the audit plan according to the Client's processes, Integrated Management System and structure.

2.3.2 STAGE 1 AUDIT

- (a) BVC will undertake a readiness review to determine the preparedness of Stage 2 of the audit (understanding the requirements, collecting information of the scope of the management system, processes and location of the Client, reviewing the allocation of resources for Stage 2, planning for Stage 2, evaluating the internal audit system).

2.3.3 STAGE 2 AUDIT

- (a) BVC will provide an audit programme prior to the commencement of the audit.
- (b) The BVC audit team will meet with the Client's management to discuss the details of the audit process and consider possible issues relating to the performance of the audit. The BVC audit team will discuss any nonconformities, observations and opportunities for improvement if and when they are identified during the audit.
- (c) The BVC audit team will prepare and present to the Client's management a Report of the audit, which will include the audit findings and the scope of certification and will seek agreement, where necessary, on the nature of any corrective actions to be taken.

2.3.4 CHANGES TO STAGE 1 AND STAGE 2 AUDITS

- (a) If as result of the Stage 1 Audit, BVC determines that the Stage 2 arrangements (i.e. changes in the scope, man-days, auditors, sites) shall be adjusted, the Agreement may be amended.
- (b) If, based upon the information gathered during Stage 1 of the audit, BVC decides that the required information were not provided and/or complete, this may result in a major non-conformity at Stage 2 with respect to the effective implementation of the management system.
- (c) When the Stage 1 & 2 Audits are planned back to back, BVC has the right to postpone the Stage 2 Audit at the expenses of the Client if the results of the Stage 1 Audit are not satisfactory to proceed with the Stage 2 Audit.

2.3.5 NONCONFORMITY

- (a) When major non conformity, BVC undertakes a "special follow up visit", which is charged at BVC's current rates.
- (b) All fees to review Client's proposed actions to close non conformities are charged on reimbursable basis for professional time and expenses.

2.3.1 SEJA ZA VNAPREJŠNJE NAČRTOVANJE

- (a) Sejo za vnaprejšnje načrtovanje je potrebno opraviti z naročnikom pred dokončno določitvijo časa presojanja v primeru razširjenega presojevalskega pristopa in le, če je naročnikov sistem upravljanja popolnoma integriran in je certificiranje v skladu z dvema ali večimi standardi.
- (b) Sejo za načrtovanje bo BVC prvič izvedel pred ali med začetno presojo, in pozneje ko pride do večjih sprememb v organizaciji ali integriranem sistemu upravljanja organizacije. Za sejo za načrtovanje se lahko uporabljajo informacijske in komunikacijske tehnologije (IKT).
- (c) Vodja presojevalske ekipe BVC bo dokončno določil čas presoje med sejo za načrtovanje in učinkovito strukturiranje načrta presoje glede na naročnikove procese, integrirani sistem upravljanja in strukturo.

2.3.2 ZAČETNA PRESOJA (STAGE 1)

- (a) BVC bo izvedel pregled pripravljenosti za certifikacijsko presojo (Stage 2), kot je razumevanje zahtev, zbiranje informacij o obsegu sistema vodenja, procesih in lokacijah naročnika, pregled razpoložljivosti sredstev za certifikacijsko presojo (Stage 2), planiranje certifikacijske presoje (Stage 2) in preverjanje sistema in poročila notranjih presoj ter vodstveni pregled.

2.3.3 CERTIFIKACIJSKA PRESOJA (STAGE 2)

- (a) BVC bo izdelal plan presoje pred začetkom certifikacijske presoje.
- (b) Ekipa presojevalcev BVC se bo sestala z vodstvom naročnika, dogovorila o podrobnostih postopka presoje in obravnavala vsa vprašanja, ki so v povezavi z izvajanjem presoje. Ekipa presojevalcev BVC bo obravnavala vse neskladnosti, ugotovitve in priložnosti za izboljšave, če in ko bodo ugotovljene med presojo.
- (c) Ekipa presojevalcev BVC pripravi in vodstvu naročnika predstavi poročilo o presoji, ki vključuje ugotovitve in obseg certificiranja, ter si prizadeva za skupen dogovor o vrsti/naravi morebitnih korektivnih ukrepov.

2.3.4 SPREMEMBE OB ZAČETNI IN CERTIFIKACIJSKI PRESOJI

- (a) Če ob izvedbi začetne presoje (Stage 1) BVC ugotovi, da je potrebno spremeniti obseg certifikacijske presoje (vključno s spremembo področja certificiranja, obseg presoj (število presojevalskih dni), presojevalske ekipe, lokacij,...), se ponudba oz. pogodba ustrezno spremeni.
- (b) Če ob izvedbi začetne presoje BVC ugotovi, da zahtevane informacije v povezavi z uspešno vzpostavitevjo sistema vodenja niso bile podane oz. niso bile popolne, bi lahko to imelo za posledico večje neskladnosti na certifikacijski presoji (Stage 2).
- (c) Če sta začetna (Stage 1) in certifikacijska presoja (Stage 2) planirani druga za drugo, ima BVC, na stroške naročnika, pravico prestaviti oz. preložiti certifikacijsko presojo (Stage 2), če se na začetni presoji ugotovi, da rezultati začetne presoje niso zadovoljivi za nadaljevanje certificiranja oz. za certifikacijsko presojo (Stage 2).

2.3.5 NESKLADNOSTI

- (a) V primeru večjih neskladnosti ali večjih sprememb, BVC opravi »posebno dodatno presojo« (» follow up«) in le-to obračuna po veljavni tarifi BVC.
- (b) Preverjanje in odobritev predlaganih naročnikovih korektivnih ukrepov za odpravo neskladnosti se zaračuna kot nadomestilo za porabljen čas in stroške.



Technical Terms and Conditions for Certification Services

Tehnični pogoji za storitve certificiranja

2.3.6 ISSUANCE OF CERTIFICATE OF APPROVAL AND REPORTS

- (a) BVC will issue to the Client Reports and a Certificate of Approval if and when all corrective actions agreed between the Client and the BVC audit team have been completed.
- (b) BVC will not take a positive certification decision until the necessary requirements are fully met.
- (c) The Certificate of Approval will detail the specification(s) to which the Client has been found compliant at the time of audit and the scope of the management system.

2.4 CERTIFICATION MAINTENANCE

2.4.1 SURVEILLANCE

- (a) BVC operates a surveillance audit programme to record whether the Client's certification is found to be maintained. The programme is ongoing and is agreed with the Client in the Agreement.
- (b) Once BVC has agreed the dates, the Client should make all necessary arrangement to maintain the agreed dates. Surveillance audits shall be conducted once a calendar year and the date of the first surveillance audit following initial certification shall not be more than twelve (12) months from the certification decision date.

2.4.2 RE-CERTIFICATION

Every three (3) years BVC will automatically review the Client's certification and, subject to the satisfactory results from the surveillance audits and/or the re-certification audit (including all corrective actions which have been agreed between the Client and the BVC audit team and completed), BVC will re-issue the Client's certification and the Certificate of Approval. It should be noted that this needs to be completed before expiry of the current Certificate of Approval to preserve the continuity of the certification. Once completed, certification will be reconfirmed.

2.5 CERTIFICATION CHANGES

The Client is required to inform BVC promptly of any significant changes to its product(s) or services that may impact the certified management system(s) or any other circumstances, which may affect the validity of its certification. Change of site, additional sites, change of process, change of ownership, change of scope, change of number of employees, etc. are considered as changes which may affect the validity of the certification. BVC will then take the appropriate action, such as conducting a special audit, an unannounced visit and/or changing the certification at the then current rates. Unannounced visits can be conducted as well to investigate complaints received about the Client.

2.6 BVC AND ACCREDITATION MARK

- 2.6.1 The Client shall use the BVC and Accreditation Body marks in accordance with the instructions for use that BVC provides including the requirements related to intellectual property.
- 2.6.2 The use of the certification mark is regulated by BVC through a policy document explaining how to display and use the certification mark and associated logos, which is available upon request. BVC will audit the use of the certification mark and/or associated logo by the Client at subsequent surveillance visits.
- 2.6.3 There shall be no ambiguity, in the mark or accompanying text, as to what has been certified. BVC mark and/or Accreditation Body mark shall not be used on a product or product packaging seen by the final consumer or in any other way that may be interpreted as denoting product conformity.

2.3.6 IZDAJA CERTIFIKATOV IN POROČIL

- (a) BVC bo izdal certifikat če in ko bodo izvedeni vsi med presojevalno ekipo BVC in naročnikom dogovorjeni korektivni ukrepi.
- (b) BVC ne bo odobril izdaje certifikata, dokler niso izpolnjene vse potrebne zahteve.
- (c) Na certifikatu bo(do) natančno navedena(e) specifikacija(e) oz standard(i), s katero(mi) je sistem naročnika skladen v času presoje, ter področja uporabe sistema vodenja.

2.4 OHRANJANJE VELJAVNOSTI CERTIFIKATA

2.4.1 KONTROLNE PRESOJE

- (a) BVC izvaja program kontrolnih presoj za ohranjanje veljavnosti certifikata. Program je stalen in je dogovorjen z naročnikom v pogodbi.
- (b) Ko BVC potrdi termine presoje, mora naročnik opraviti vse potrebno za zagotovitev fiksnosti termina. Kontrolna presoja se izvede enkrat letno, termin prve kontrolne presoje se ne sme določiti kasneje kot (12) mesecev po datumu odobritve izdaje certifikata.

2.4.2 PONOVA PRESOJA

BVC bo vsaka tri (3) leta avtomatično pregledal naročnikove certifikate, in pod pogojem, da so rezultati kontrolne presoje in ponovne presoje zadovoljivi (vključno s tem, da so vsi korektivni ukrepi, ki so bili dogovorjeni med naročnikom in presojevalci BVC, izvedeni), bo BVC ponovno izdal certifikat. Opozarjamo, da je zgoraj navedeno potrebno zaključiti pred iztekom certifikata, da se ohrani kontinuiteta certificiranja. Ko je postopek zaključen, se naročniku izda nov certifikat.

2.5 SPREMEMBE CERTIFICIRANJA

Naročnik je dolžan BVC nemudoma obvestiti o vsaki pomembnejši spremembi proizvodov, storitev, sistema vodenja ali katerikoli drugi okoliščini, ki lahko vpliva na veljavnost certifikata. Spremembe, ki lahko vplivajo na veljavnost certificiranja so npr. sprememba lokacije, dodatne lokacije, sprememba procesov, sprememba lastništva, sprememba obsega dejavnosti, sprememba števila zaposlenih, itd. V primeru tovrstnih okoliščin bo BVC opravil ustrezne ukrepe, kot je na primer izvedba nenajavljene presoje in/ali sprememba certifikata, po veljavnem ceniku. Nenajavljena presoja se lahko izvede tudi za raziskavo pritožbe glede certificiranega naročnika.

2.6 BVC CERTIFIKACIJSKE IN AKREDITACIJSKE OZNAKE

- 2.6.1 Naročnik lahko uporablja oznake BVC in oznake akreditacijske hiše v skladu z navodili o uporabi, ki jih zagotovi BVC vključno z zahtevami vezanimi na intelektualno lastnino.
- 2.6.2 Uporaba certifikacijskih oznak je s strani BVC urejena z dokumentom (navodili), ki razlaga kako prikazovati in uporabljati certifikacijski znak in pripadajoče logotipe in ki bo posredovan na zahtevo. BVC bo nadzoroval uporabo certifikacijskega znaka ter pripadajočih logotipov pri naslednjih kontrolnih presojah.
- 2.6.3 V oznakah ali spremljajočem tekstu ne sme biti dvomno, katero področje je bilo certificirano. Oznake BVC in/ali oznake akreditacijske ustanove ne smejo biti uporabljene na proizvodu ali embalaži, ki jih vidi končni potrošnik ali v katerikoli drugi obliki, kjer se lahko interpretira kot skladnost proizvoda.



Technical Terms and Conditions for Certification Services

Tehnični pogoji za storitve certificiranja

2.7 ACCREDITATION BODY ACCESS

The Client shall allow the BVC's Accreditation Body or their representatives' access to any part of the audit or surveillance process for the purposes of witnessing the BVC audit team during its performance of the audit of the management system to determine conformity with the requirements of the applicable standards. The Client shall not have the right to refuse such a request either by the Accreditation Body, its representatives or BVC. Refusal to accept a witness assessment by the Accreditation Body must be justified and accepted by Bureau Veritas and the Accreditation Body and could result in withdrawal of accredited certification where reasons are not accepted.

2.8 SUSPENSION, WITHDRAWAL CANCELLATION OR RESTORATION OF THE CERTIFICATE OF APPROVAL

2.8.1 BVC reserves the right to suspend, withdraw, reduce, extend or cancel the Certificate of Approval at any time and shall give the Client a three (3) months' written notice or shorter notice as the situation may require depending upon the information available to BVC. If such aforementioned actions are deemed necessary by BVC, the Client will be fully briefed and will be given every possible opportunity to take corrective action before a final decision is taken on what action BVC should take after the expiration of such notification period.

2.8.2 Unannounced visits may also be conducted as a follow up on clients which certification has been suspended.

2.8.3 Suspension is lifted and certification is restored upon satisfactory clearance of non-conformities and verification by BVC of the compliance of Client's management system.

2.8.4 BVC reserves the right to publish the fact that such action has been taken.

3. CERTIFICATE OF APPROVAL AND REPORTS

3.1 The Client must not reproduce the Certificate of Approval or the Reports or make copies thereof without the prior written consent of BVC. Neither the Client nor any third party is entitled to rely on any reproduction or copy of a Certificate of Approval or the Reports for which the prior written consent of BVC has not been obtained.

3.2 The Certificate of Approval or the Reports are issued by BVC and are intended for the exclusive use of the Client and shall not be published, used for advertising purposes, distributed, copied or replicated for distribution to any other person or entity or otherwise publicly disclosed without the prior written consent of BVC.

3.3 The Certificate of Approval or the Reports are given only in relation to the written instructions, documents, information and samples provided to BVC by the Client prior to the performance of the Services. BVC cannot be held liable for any error, omission or inaccuracy in the Certificate of Approval or the Reports to the extent that the Client has given BVC erroneous or incomplete information.

3.4 The Certificate of Approval or the Reports will reflect the findings of BVC at the time of performance of the Services only and in respect of the Client Information made available to BVC prior to or during the performance of the Services. BVC shall have no obligation to update the Certificate of Approval or the Reports after issuance, except as otherwise stated in the Agreement or agreed in writing between the Parties.

2.7 DOSTOP AKREDITACIJSKIH USTANOV

Naročnik bo omogočil akreditacijskim ustanovam, pri katerih je akreditiran BVC, in njihovim predstavnikom dostop do kateregakoli dela presoje ali procesa presoj z namenom, da se potrdi skladnost dela presojevalcev BVC z ustreznimi standardi akreditacijske ustanove. Naročnik nima pravice zavrnitve tovrstne zahteve s strani akreditacijske ustanove, njenega predstavnika ali BVC. Zavrnitev sprejema akreditacijske presoje, ki jo izvaja akreditacijski organ, mora biti utemeljena in sprejeta s strani Bureau Veritas in akreditacijskega organa ter lahko povzroči odvzem akreditiranega certifikata, če razlogi niso sprejeti.

2.8 ZAČASNA/TRAJNA ODVZEM, PREKLIC ALI OBNOVITEV CERTIFIKATA

2.8.1 BVC si pridržuje pravico do začasnega/trajnega odvzema, omejitve, razširitve ali preklica certifikata na podlagi tri (3) mesečnega ali krajšega napovednega roka, če tako narekuje situacija, glede na informacije s katerimi razpolaga BVC. Če BVC ugotovi, da je potreben kateri od navedenih ukrepov, bo naročnik natančno poučen o razlogih in bo prejel vsa potrebna obvestila, na voljo pa mu bodo dane tudi vse razumne možnosti, da izvede korektivne ukrepe, preden bo po izteku opozorilnega roka sprejeta končna odločitev o tem, kako naj BVC ukrepa.

2.8.2 Nenajavljena presoja se lahko izvede tudi kot nadaljnje spremljanje naročnika, kateremu je bil odvzet certifikat.

2.8.3 Začasna prekinitve je odpravljena in certifikat se ponovno obnovi po zadovoljivi odpravi neskladnosti in preverjanju s strani BVC o skladnosti sistema vodenja naročnika.

2.8.4 BVC si pridržuje pravico do objave dejstva, da je bil izveden kateri od zgoraj navedenih ukrepov.

3. CERTIFIKAT IN POROČILA

3.1 Naročnik ne sme ponatisniti certifikata ali poročil ali narediti kopije brez predhodnega pisnega soglasja BVC. Niti naročnik niti katerekoli tretja oseba se ne more zanesti na ponovno izdajo ali kopijo certifikata za katero ni bilo pridobljeno predhodno pisno soglasje BVC.

3.2 Certifikat in/ali poročila so izdana s strani BVC in so namenjena za izključno uporabo naročnika in ne bodo objavljena, uporabljena za oglaševalske namene, distribuirana, kopirana ali ponovno ustvarjena za posredovanje katerikoli osebi ali pravni osebi ali drugo javno objavo brez predhodnega pisnega soglasja BVC.

3.3 Certifikat ali poročila so dana le v zvezi z pisnimi navodili, dokumenti, informacijami in vzorci, ki so bili posredovani BVC s strani naročnika pred izvedbo storitev. BVC ni odgovoren za nobeno napako, izpustitev ali netočnost v certifikatu ali poročilih, v kolikor je naročnik BVC posredoval napačne ali nepopolne informacije.

3.4 Certifikat ali poročila bodo odražala ugotovitve BVC le v času izvedbe storitev in v zvezi z informacijo naročnika, ki jo je naročnik posredoval BVC pred ali med izvedbo storitev BVC ne bo imel nobene obveznosti posodobiti certifikat ali poročila po njihovi izdaji, razen v kolikor je drugače navedeno v pogodbi ali pisno dogovorjeno med strankama.



Technical Terms and Conditions for Certification Services

3.5 The Client (not BVC or its Affiliates or their respective representatives) is solely and exclusively responsible for exercising its own, independent judgment with regard to the Certificate of Approval or the Reports, information provided by BVC and for any decision or action undertaken by the Client or any third party on the basis of the Certificate of Approval or the Reports provided by BVC. Neither BVC nor any of its Affiliates or their respective agents, officers, employees, representatives or assigns warrant the quality, outcome, effectiveness or appropriateness of any decision or action taken by the Client on the basis of the Certificate of Approval or the Reports provided under the Agreement.

3.6 BVC is under no obligation to refer to or report on any facts or circumstances which are outside the scope of the Services and accepts no liability for not referring to or reporting on such facts or circumstances.

4. APPEALS, DISPUTES AND COMPLAINTS

4.1 Should the Client wish to appeal against or dispute any decision of BVC, it should do so in accordance with the BVC appeals procedure, available on BVC website or upon request.

4.2 Should a complaint arise about BVC, such complaint shall in the first instance be made to the local BVC office. If the Client does not wish to complain directly to the local BVC office, the complaint shall be sent in writing to the corresponding Accredited Entity or the related Accreditation Body or Scheme Owner.

Tehnični pogoji za storitve certificiranja

3.5 Naročnik (in ne BVC ali njegove povezane osebe ali njegovi zastopniki) je v celoti in izključno odgovoren za izvajanje svoje lastne in neodvisne presoje glede certifikata ali poročil, informacij in priporočil, ki jih zagotovi BVC in za vsako odločitev ali dejanje, za katerega se naročnik ali katerakoli tretja oseba obveže na podlagi certifikata ali poročil, ki jih zagotovi BVC. Niti BVC niti kateri od njegovih povezanih oseb ali njegovih agentov, podizvajalcev, uradnih oseb, zaposlenih, predstavnikov ali prevzemnikov, ne jamči za kvaliteto, izid, učinkovitost ali primernost katerekoli odločitve ali dejanja, ki ga opravi oz. izvede naročnik na podlagi certifikata potrditve ali poročil zagotovljenih po pogodbi.

3.6 BVC se ni dolžan sklicevati na ali poročati o katerihkoli dejstvih ali okoliščinah, ki so izven obsega storitev in ne prevzema nobene odgovornosti za nesklicavanje ali za neporočanje o takšnih dejstvih ali okoliščinah.

4. PRIZIVI, SPORI IN PRITOŽBE

4.1 Če želi stranka na katero koli odločitev družbe BVC ugovarjati ali jo izpodbijati, mora to storiti v skladu s postopkom za pritožbe BVC, ki je na voljo na spletni strani BVC ali na zahtevo.

4.2 Če pride do pritožbe v zvezi z BVC, se ta pritožba vloži najprej pri lokalni pisarni BVC. Če se naročnik ne želi pritožiti neposredno v lokalni pisarni BVC, se pritožba pisno pošlje ustreznemu pooblaščenemu subjektu ali ustreznemu akreditacijskemu organu ali lastniku sheme.