

**QUOTATION  
CONTRACT**

www.dasacert.com

BELGELENDİRME, DENETİM, EĞİTİM

HİZMETLERİ





**CERTIFICATION QUOTATION / CONTRACT**

Dear **NAME SURNAME**

First of all, thanks for your requested **STANDARD NAME** offer, we appreciated for that. The detailing information related with our offer is seen as below. The offer is occurred by two parts;

**A – Technical Part :** This part includes information’s that is related certification process.  
**B – Commercial Part :** This part includes definition of the services, fees and other official details.

In addition to this issue, please do not hesitate to contact us for any questions that you want to ask.

We wish to work with you.

Best Regards,

**DASA International Certification  
System Certification Manager**

**Necessary Information that is related to Customer and Service**

|  |  |  |
| --- | --- | --- |
| **Customer Name** | **:** |  |
| **Address** | **:** |  |
| **Telephone** | **:** |  |
| **Fax** | **:** |  |
| **Contact Person** | **:** |  |
| **Subject** | **:** | CERTIFICATION |
| **Requested Standard** | **:** |  |
| **Contract Date** | **:** | XX.XX.2020 |
| **Contract No** | **:** | DASA-DDMMYY-NUMARATAGE |
| **Surveillance Audit Frequency** | **:** | At least 1 surveillance per 12 months. |

**PARTIES:**Parties of this contract:

**DASA ULUSLARARASI SERTİFİKASYON LTD.ŞTİ.** (after that it will be named DASA in the text)  
**CUSTOMER NAME** (after that it will be named CUSTOMER in the text)

**A-TECHNICAL PART**

**Preparation of Certification**

Certification and audit will be based on the requirements of the current version of the ISO 17021-1 standard. If all production-service sites within the scope of certification are present, the branches must be notified by the Customer. Following the acceptance of the proposal, a copy of the documents required by the system (Organization chart, manuals, procedures, processes, context of the organization etc.) will be delivered to the DASA by the CUSTOMER for examination at latest 5 (five) days before the certification audit. System Documents are pre-evaluated. The main criterion in this review is the compliance of the documents with the standards that are essential for certification. If a deficiency is detected as a result of the examination, you will be notified. After the documents are reviewed by DASA, the necessary changes in the documents that require revision according to the document examination report will be completed before the certification audit. One copy of the revised documents shall be submitted to DASA at the latest 5 (five) days before the certification audit. Production-service activities should be demonstrated by the Customer during the audits. (Non-operating periods should not be selected.)

**Certification - 1st Stage Audit**

In accordance with the accreditation rules (ISO 17021-1), the certification audit consists of 2 (two) stages: 1st stage and 2nd stage. This 1st stage audit may be performed on the CUSTOMER site or remotely, subject to the rules of accreditation and certification. The Auditor (s) will conduct a preliminary review of your management system and present you with an overview of your system and any deficiencies or non-conformities in a report. At this stage, no corrective action will be requested by the auditors in writing. At the end of the audit, the auditor will determine the days for the Certification Audit (Stage 2 audit) of the selected standard (s) according to the state of installation and application of the system. In case the Management System is not ready or there is a significant change, the 1st stage audit is repeated in whole or in part. In this case, an appropriate date for Phase 1 is determined. It is the responsibility of the CUSTOMER to complete any non-conformances or deficiencies identified in Phase 1 before the Phase 2 inspection. The Stage 2 audit is agreed upon in consultation with the customer representative and the Stage 1 lead auditor.

**Certification - 2nd Stage Audit**

First of all, the fields where the certificate will be used and / or declared in the application form address section, branches (eg sales office-production-service office etc.) will be included in the audit and the audit plan will be formed accordingly. According to IAF MD5, there is a reduction / increase in the audit period as a result of the risk classification of the organization. In the certification audit, a certification audit is carried out covering all the clauses of the selected standard(s). Audit dates are planned in advance and confirmed on mutual audit dates and auditors. The audit plan is sent to the customer a reasonable time before the audit and the customer is asked to approve the plan. Any plans that are not approved and sent within 2 days are deemed accepted by the customer. The certification audit measures the effectiveness of your Management System in managing your production / service requirements and your products, processes and services. DASA adopts a process-oriented, audit approach that adds value to your business according to the sampling method. At the end of the audit, an audit report is prepared for informing and approving your company representative, the nonconformities arising as a result of the audit are discussed and if necessary, the necessary planning for the post-audit including the follow-up audit is made.

**Follow-up Audits**

In case the non-conformity(ies) are found to affect the general functioning of the management systems in the certification audit, they shall be carried out in accordance with the recommendations of the audit team. Follow-up audit is an activity performed only for the verification of evidence of closure of nonconformities detected. It is preferred that follow-up audits be carried out by one or more of the delegation carrying out certification audits. Follow-up audits are performed at CUSTOMER’s site, on-site or as off-site documentation of desk evidence in line with the recommendations of the audit team.

**Short-Term Announced / Non-announced Audits**

Complaints, notifications that include objective evidence for you after you have been qualified for certification are the audits that may be carried out in accordance with the legal requirements, accreditation body requirements and certification body (DASA) requirements in case of changes that may radically affect your Management System. As a result of these audits, in case of nonconformities in the terms of the contract and the continuation of the certification, DASA suspends-cancellation- scope reduction according to the procedures for the relevant certificate (Pr 24) and so on. make decisions. CUSTOMER must comply with these decisions and practices. In the event that the CUSTOMER object to the DASA decision, the procedure shall be carried out according to the Pr 12 Complaint and Objection procedure (see www.dasacert.com).

**Certification Approval and Surveillance Audits**

The management system certificate(s) will be issued if your system complies with the relevant standard(s) as a result of the assessment. The certificate will be valid for three years if the customer complies with the standard requirements. However, checks of such conformity are verified by surveillance audits to be conducted at least once a year. The first surveillance audit following the initial certification must be completed no later than 12 months after the date of certification. For CUSTOMERS who do not carry out surveillance inspections in a timely manner, they will proceed according to DASA procedure 24 (see www.dasacert.com).

**Re-Certification**

Your entire management system needs to be reassessed every three years. DASA will follow the validity period of the certification and remind you to renew the certificate 3 months before the end of the period. If you request a certificate renewal, DASA will carry out a certificate renewal audit to determine whether the current management system is in compliance with the relevant standard. The next procedure will be the same as the first certification process. If there is no situation (new product / production line / new site) that will affect your Management System, only certification audit (Stage 2) will be performed and Stage 1 audit will not be performed. However, the re-certification audit should be carried out approximately 2 months before the certificate validity date.

**Planning of audit dates and auditors**

As soon as the contract reaches us, our personnel will call you and start the certification process and first of all your work will be determined and the audit date and audit plan will be determined and auditors will be informed of the suitability of your business.

**Usage of Certificate, Logo and Mark**

CUSTOMERS certified by DASA; They may use the DASACERT or DASACERT International logo marked with the relevant Management System provided that the DASA certificate complies with the instructions for use of the Logo and Trademark (F63, see www.dasacert.com). These logos can be used by organizations that have been certified by DASA. In case the validity of the related certificate is not provided, the CUSTOMER loses its right to use the Certificate, Brand and Logo. Certificate, Logo and Trademark errors, misleading, misleading etc. DASA cannot be held responsible for material and moral losses that may occur due to its use. However, in case of use contrary to the rules of the accreditation bodies and DASA, corrective action to ensure compliance can include suspension of certification, cancellation, publication of infringement and, if necessary, legal action. DASA logo for commercial purposes only; For activities covered by the certificate, letterheads, computer software, advertising, brochures and stationery materials can be used in accordance with the relevant DASA directive with reference to certification status. DASA and the Accreditation Agency may not use the mark on the product or on the product packaging seen by the consumer, or in any way that may be interpreted as representing product conformity. If the certificate, Logo and brand are used by the CUSTOMER incorrectly or in a way that will obscure the reputation of the system, misuse will be prevented immediately and measures will be taken. DASA has the right to prohibit the use of certificates and logos and to initiate legal proceedings. If necessary, the relevant Accreditation Agency will be informed about the issue.

**RESPONSIBILITIES AND RIGHTS OF THE CUSTOMER**

Change situations that could radically affect CUSTOMER Management System; a) Legal, commercial, institutional status or ownership (change of owner-partners, change of company name), b) Organization and management (Key managers, decision-making and technical staff), c) Contact address and fields (change of operational infrastructure-organization, contact address, contact information, production / service address change), d) the scope of transactions under the documented management system, e) Significant changes in the management system and processes. It is obliged to notify the CAS within 15 days. DASA will not be liable for any problems that may occur due to failure to report these changes. CUSTOMER; System, Product, Training, etc., bearing DASA or another brand. the document (s), but only when the audit completes the deficiencies and is paid the full amount of the contract is entitled to receive.

CUSTOMER agrees to comply with all the terms and conditions of the contract articles, instructions on the use of certificates, logos and trademarks. Other than publicly available information is considered CONFIDENTIAL. Confidential information is not disclosed to 3rd Parties without customer consent. The information provided to the authorities is notified to the customer. In case DASA informs about changes in the certification conditions (internet, mail, fax, tel etc.), it accepts that it will comply with these requirements in advance. The CLIENT and / or the Accreditation body shall provide the CUSTOMER with the planned / unplanned witness audits, etc. facilities and information to enable them to perform their services. DASA shall publish the changes on its accreditation, changes and decisions related to certification activities, amendments to standards, legislation, and related requirements, completion and transition process on the website www.dasacert.com for at least 15 days. In case of any material loss to be incurred by the customer in case of changes in the accreditation status of DASA (cancellation / suspension / contraction of the accreditation, withdrawal of activity, etc.), the Izmir courts are authorized (This case is also evaluated in Form 13 Risk Analysis). DASA expects each certified customer to make the arrangements required by these changes within the specified period of time. CUSTOMER is obliged to comply with the requirements in the documents announced on the DASA website (www.dasacert.com).  **B – COMMERCIAL PART**

**COST / CHARGES**

CUSTOMER who has purchased the service as a result of signing this contract accepts and undertakes that;

**1.** The full amount of the contract must be paid before the inspection (50% of the contract is paid in advance when the contract is signed. The rest (50% of the contract price) is paid 7 days before the inspection at the latest.) (Please fax the receipt)

**2.** The certificate of the CUSTOMER entitled to the certification shall be submitted after the payment of the entire contract value. (Even if the balance including the expenses remained low, the certificate is not delivered)

**3.** CUSTOMER agrees and undertakes to pay 50% of the contract price even after the contract is signed, even if it cancels the contract before the inspection is performed. (Because before the customer's contract, DASA spends technical and administrative overtime, allocates costs and costs. In addition, it makes overtime for the planning of the audit, auditor reservation, and preliminary document review.)

**4.** If the CUSTOMER wishes to discontinue the inspection and cancel the contract after the inspection has been performed or during the inspection; agrees and undertakes to pay the entire contract price.

**5.** The travel and accommodation expenses of the Inspection Team are not included in the fees. It is borne by CUSTOMER.

**6.** After the contract is signed; if the scope of the contract is changed by the CUSTOMER; If additional auditor is appointed or other expenses are required, CUSTOMER is also requested.

**7.** Surveillance audit payments are collected in the period before the surveillance audit date (60 to 15 days).

**8.** Following follow-up audits (certification and supervision), if follow-up audit on site is required at the customer, the follow-up audit is invoiced to the customer over the man / day. There is no additional charge for follow-up audit off site.

Exchange rates of the Central Bank of Turkish Republic are based which is according to payment date.

**OPTION :** This contract is valid for 30 days from the date of preparation.

**Contract Costs / Charges (without expenses)  
Certification Audit (**1st Stage … m/d/ 2nd Stage … m/d**) + Certification + Administrative : .......... EURO +%18 KDV  
1st Surveillance Audit (**1st. Surv. … m/d**) + Certification + Administrative (1per / month) : .......... EURO +%18 KDV  
2nd Surveillance Audit (**2nd Surv. … m/d**) + Certification + Administrative (1per / month) : .......... EURO +%18 KDV  
Re-Certification Audit (**Re-Cert. … m/d**) + Certification + Administrative (1per / month) : .......... EURO +%18 KDV**

**NOTE:** All information in the agreement will not be shared to third parties, institutions and parties. Both parties agree and undertake that they will fully comply with the principle of commercial confidentiality. CUSTOMER is responsible for the stamp tax return and accrual payment arising from the contract. (9.48 per thousand)

**OFFICIAL WARNING**If any of the checks and promissory notes issued by CUSTOMER is not paid at the end of the term, the customer is deemed to be in default (see Art. 111). In this case, the customer's overdue checks and notes, without any notification and without the approval of the protest, DASA International Certification Limited is legally free of charge and justified, if the interest rate of 3% per month for short-term loans envisaged by the Central Bank. If the rate exceeds the interest rate, the execution lawyer and other charges are borne by you. acknowledge and accept the situation. In the case of an alliance, İzmir accepts the jurisdiction of the courts and enforcement offices. DASA International Certification Ltd. Ltd. Sti. Cancellation or suspension of the document that was put into service before the lawsuit was filed even by the court. By signing the contract, the CUSTOMER accepts these terms. - Please sign both copies of this contract with a wet signature and send it to a DASA certification office before the certification process begins. (**XX.XX.2023**).

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| **Service Supplier**  **DASA ULUSLARARASI SERTİFİKASYON GÖZ. TEK. KONT. HİZM. LTD. ŞTİ.**  UĞUR EKİCİ  General Manager | **Customer Name**  **XXXXXXXXXXXXXXXXXXX**  Authorized personnel who is assigned on the signature circular Signature–Stamp-Date  (Please signed the all pages of contract and send back) |