

QUOTATION REF NO:	
COMPANY NAME:	
FAX / E-MAIL ADDRESS:	
ATTENTION:	
DATE:	

**TERMS AND CONDITIONS**

**Confidentiality Notice:**

- \* **Please report any risk to impartiality or confidentiality to labtronic@mweb.co.za**  
The customer will be informed in advance, of the information it intends to place in the public domain. Except for the information that the customer makes publicly available, or when agreed between the laboratory and the customer (e.g. for the purpose of responding to complaints), all other information is considered proprietary information and is regarded as confidential.
- \* When the laboratory is required by law or authorised by contractual agreements to release confidential information, the customer or individual concerned shall, unless prohibited by law, be notified of the information provided.
- \* During ISO/IEC 17025:2017 assessment annually, the assessors might use a calibration certificate issued to your company to verify compliance to ISO/IEC 17025:2017.
- \* Please inform us if your information cannot be used during an external audit.
- \* The assessor(s) signed a confidentiality agreement with the accreditation body and may not disclose any confidential information.
- \* All information and calibration results are retained for a minimum of 10-years.

**Impartiality Notice:**

- \* Impartiality is one of the cornerstones of LABTRONIC and it is of utmost importance in maintaining the trust of our customers that should be expected from an ISO/IEC 17025 accredited laboratory.
- \* **LABTRONIC** strongly adheres to the requirement of ISO/IEC 17025:2017 "General requirements for the competence of testing and calibration laboratories" that calibration activities and relationships shall be undertaken impartially, and the maintenance of impartiality is a key priority at all levels within **LABTRONIC**.

**Complaints:**

- \* Please contact us to lodge a complaint when at any stage your requirements were not addressed via e-mail.

Please report any confidentiality and or impartiality breach or any complaints to the following e-mail address labtronic@mweb.co.za for further investigation

Please complete information below to ensure your equipment is calibrated against your companies requirement and specifications.

Customer Details
<b>Name of customer:</b>
<b>Street Address of Company:</b>

Calibration Certificate information if different from customer:
<b>Name of customer:</b>
<b>Street Address of Company:</b>

**ADDITIONAL INFORMATION**

Contact Person:
Telephone Number:
e-mail address:

Accountant Name:
Telephone Number:
e-mail address:

EQUIPMENT TO BE CALIBRATED INFORMATION
Please refer to our Scope of Accreditation for our measurement capabilities.
If compliance statement is required please indicate the compliance specification and decision rule to be used.
The customer is responsible to ensure that the equipment and calibration results are fit to be use in their processes.
Please refer to ILAC G8 and JCGM 106:2012 for more information.

Is an <b>expiry date</b> (next calibration date) required on the calibration certificate. Please make an "X" next to the required expiry date:				
<input type="checkbox"/> Yes	<input type="checkbox"/> 6 months	<input type="checkbox"/> 24 months	<input type="checkbox"/> None	
<input type="checkbox"/> No	<input type="checkbox"/> 12 months	<input type="checkbox"/> 18 months	<input type="checkbox"/> Other	
<b>Is adjustment required?</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No		

EQUIPMENT TO BE CALIBRATED INFORMATION		
Description of equipment to be calibrated:		<i>(Please indicate type of equipment)</i>
Serial No.:		<i>(Serial No. of Instrument if visible)</i>
Asset No.:		<i>(Asset No. of Instrument if applicable)</i>
Make:		<i>(Make of Instrument)</i>
Model:		<i>(Model of Instrument if available)</i>
Location:		<i>(Location where Instrument is used)</i>
Calibration instructions:		<i>Calibration points required. This can be referred to previous calibration certificate or minimum operating ranges required.</i>

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**Please send this form back to us via email so that we can complete a quote for you and to commence with the calibration process.**

By sending a purchase order means that you accept our terms and conditions and give us permission to calibrate as per our discretion. Also that there is no risk to confidentiality or impartiality. If your company does not supply order numbers, please sign and date the quote as acceptance of our quote and T&C.s.