



RIGHTS AND RESPONSIBILITIES of the APPLICANT CUSTOMER REQUIREMENTS

The applicant has the right

- 1) to receive full product certification services in accordance with the Certification Agreement;
- 2) to choose the form and scheme conformity verification, provided for certain types of products that meet the established requirements. Receive information from the certification body on changes in product certification schemes;
- 3) receive information on the progress and results of the work, on all discrepancies identified in the process of certification work;
- 4) file a complaint with the accreditation body about misconduct of the certification body

The applicant is obligated

- 1) be registered on the territory of the Russian Federation or in the country where the organization operates;
- 2) submit a duly executed and signed application for certification to the CB;
- 3) provide copies of all necessary documents required by the certification scheme;
- 4) to provide the CB with all necessary relevant and reliable information, documentation, records stipulated by the certification scheme;
- 5) allow the certification body to examine documentation and records and to have access to the Applicant's equipment, locations, areas, personnel and subcontractors;
- 6) to ensure that samples of declared products are taken and identified for the purposes of confirmation of conformity;
- 7) to take the necessary measures to control the fulfillment of the established requirements to the objects of confirmation of conformity;

- 8) fulfill the requirements of CBs or certification schemes regarding the use of conformity marks, references to product certification in media such as the Internet, brochures, advertisements or other materials;
- 9) Make adjustments to all promotional materials when narrowing the scope of certification;
- 10) to inform the CB about changes that may affect the fulfillment of requirements to the objects of confirmation of conformity;
- 11) to pay for works on confirmation of conformity, including works on inspection control of certified products;
- 12) not to use the certificate of conformity in a way that could mislead consumers and representatives of interested parties;
- 13) suspend or discontinue the sale of products if the certificate of conformity is expired or suspended;
- 14) in case of suspension or revocation of the certificate of conformity, stop using advertising materials containing a reference to it;
- 15) Do not develop an understanding that the certificate covers activities not covered by the scope of certification;
- 16) Not to use the certificate of conformity in a manner that may adversely affect the reputation of the certification body and/or certification scheme and result in a loss of public confidence;
- 17) Keep records and register all complaints, claims, complaints about certified products and requirements to the objects of confirmation of conformity, including those established by certification schemes, and inform the certification body about them;
- 18) when analyzing the state of production outside the city of Moscow, to provide accommodation for employees of the certification body in a hotel not less than three stars;
- 19) when conducting the analysis of the state of production and (or) sampling outside the city of Moscow, to provide transfer of the certification body's employees from the place of residence and/or work of the certification body's employees to the place of the analysis of the state of production and (or) sampling and back, including internal transfer, air travel with luggage or rail tickets, cab;
- 20) take the necessary measures and ensure that observers (e.g. accreditation auditors and trainee auditors) can participate in the certification process as required.