

**TERMS AND CONDITIONS**

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**TERMS AND CONDITIONS**

By accepting the terms and conditions of **SIGNAL INSTRUMENTATION CC**, customer, service provider, personnel and persons authorise **SIGNAL INSTRUMENTATION CC** to use all the required information (created or obtained during the service provided), in accordance with our confidentiality policy (PSC-01). Our confidentiality policy is available on request.

**Please report any risk to impartiality or confidentiality to [jako.langenhoven@gmail.com](mailto:jako.langenhoven@gmail.com)**

**CONFIDENTIALITY NOTICE:**

- No confidential information about the laboratory, customer, service provider, personnel or person shall be disclosed to any 3rd party, except when audits by an external party are conducted to confirm compliance with ISO/IEC 17025:2017 requirements and other relevant requirements. The auditor signs a non-disclosure agreement with **SIGNAL INSTRUMENTATION CC**.
- The laboratory, customer, service provider, personnel, and person will be informed in advance, of the information **SIGNAL INSTRUMENTATION CC** intends to place in the public domain. Except for the information that the laboratory, customer, service provider, personnel or person makes publicly available, or when agreed between the laboratory and the customer, service provider, personnel, or person (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, service provider 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 with ISO/IEC 17025:2017.
- All information and calibration results are retained for a minimum of 10 years.

**IMPARTIALITY NOTICE:**

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

**COMPLAINTS**

- Please send us an e-mail requesting the complaints process (Annexure 1 in the action process procedure QP-05).
- Please report any complaints to [jako.langenhoven@gmail.com](mailto:jako.langenhoven@gmail.com)**

**SIGNAL INSTRUMENTATION CC** accepts equipment for calibration as specified on the quotation and or purchase order received subject to the following conditions –

- The calibration activities will be performed within the scope of ISO/IEC 17025:2017 accreditation. Please refer to [anab.ansi.org](http://anab.ansi.org)
- Where calibration activities are required, that do not fall within our ISO/IEC 17025:2017 scope of accreditation, **SIGNAL INSTRUMENTATION CC** reserves the right to provide traceable calibration activities or to outsource the calibration activities to an accredited ISO/IEC 17025:2017 laboratory.
- The scope of the work shall be specified by the client by completing the Contract Review (QF-20). Where the Contract Review (QF-20) is not completed and returned to the laboratory, the equipment shall be calibrated in terms of the discretion of **SIGNAL INSTRUMENTATION CC**, the national and or international specification or a relevant in-house method, whichever is the most suitable will be used.
- Ownership of the calibration certificate will remain with **SIGNAL INSTRUMENTATION CC** until such time that the full contract price has been paid.
- The contents of all certificates issued are confidential and may not be reproduced, unless in full, and not without the permission of **SIGNAL INSTRUMENTATION CC**.
- All payments shall be strictly COD unless prior arrangements have been made for an account.
- No deduction for early settlement or any other discounts will be allowed, unless by prior arrangement.
- While every care is taken to ensure the accuracy of calibrations performed, **SIGNAL INSTRUMENTATION CC** is only liable for the project amount.
- Any change in the initial quotation will generate the issuance of a new quotation.
- SIGNAL INSTRUMENTATION CC** has the necessary technically competent personnel to conduct calibration activities as per the Scope of Accreditation.
- SIGNAL INSTRUMENTATION CC** is not responsible for sampling.



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- If for any reason, after the quotation is approved, an unforeseen event occurs, **SIGNAL INSTRUMENTATION CC** fails to execute the calibration activity within our processes, the client will be informed of the reason why it cannot be carried out and the process to be followed will be established in agreement with the client.
- If you wish to witness the calibration activities, please communicate in writing to the laboratory at least 5 business days in advance.