

Ningbo Xuntong Standard Technology Service Co., Ltd.

General Conditions for Certification Services

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Author: *Chen Qijun*

Reviewed by:

Jesset

Approved by:

Kevin Huang

0. REVISION HISTORY

No.	Version	Date	Changes	Revised by	Reviewed by	Approved by
1	A/0	2025/1/10	Initial version issued	Chen Qiu jun	Jesse Liu	Kevin.Huang
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1. PURPOSE

The purpose of this procedure is to clearly define the rights and obligations of the applicant, the provider of product certification service.

2. SCOPE

This procedure applies to XunStd certification activities.

3. RIGHTS AND OBLIGATIONS OF THE CERTIFICATION APPLICANT AND THE CERTIFICATE HOLDER

3.1 Rights of the Certification Applicant and the Certificate holder

3.1.1 The right to choose the certification body. This includes the right to:

- inquire about the qualifications, capabilities, background of the certification body, and to request relevant materials
- the right to select the testing lab recommended by the certification body.

3.1.2 The right to file complaints, make appeals, and resolve disputes. The certification applicant and the certificate holder can submit complaints to XunStd at any time. Generally, XunStd must make a decision within 60 days. The certification applicant and the certificate holder must submit written appeal materials in writing within 30 working days after receiving the decision or measure notice from XunStd. Generally, XunStd must make a decision within 90 days; in the event of disputes during the certification process, the certification applicant and the certificate holder can report to XunStd at any time, and generally, XunStd must handle it within 30 days.

3.1.3 The right to require the certification body to keep the secrets of the enterprise confidential. The applicant and the certificate holder have the right to hold the certification applicant and the certificate holder accountable for any leakage incidents caused by XunStd.

3.1.4 After obtaining certificate, the right to use the certificate and certification mark as per regulations.

3.1.5 The certification applicant and the certificate holder have the right to provide opinions on the work ability and service attitude of XunStd employees.

3.2 Obligations of the Certification Applicant and the Certificate Holder

3.2.1 Agree to comply with the certification requirements and commit to providing any information necessary for evaluating the products to be certified.

3.2.2 Always abide by the relevant regulations of the certification plan, ensure that the quality of the certified products always meets the requirements of relevant product

standards and certification rules, and not transfer the quality responsibility to XunStd or related inspection institutions and personnel. Ensure Make appropriate changes upon receiving the notification from the certification body.

3.2.3 If the certification is applicable to continuous production, the certified products should continuously meet the requirements.

3.2.4 It is obligated to make necessary arrangements for conducting the certification, supervision, appeals, complaints, etc., including inspecting documents, testing products, entering all areas related to the certification, reviewing relevant records (including internal audit reports), evaluating the required personnel (such as inspection, examination, assessment, supervision, re-assessment) and resolving complaints, as well as following the relevant regulations for handling the suspension, revocation, or cancellation of the certificate.

3.2.5 The statement regarding the certification should be consistent with the certification scope. The certification is only used to indicate that the certified products comply with specific standards.

3.2.6 When promoting the certification results of the certified products, it should be strictly carried out in accordance with the scope of the certification certificate, without damaging the reputation of XunStd, and without making statements that may mislead the certification body or unauthorized statements about product certification.

3.2.7 When the certificate is suspended, revoked, or cancelled, it should immediately stop using the certificate and certification mark, stop advertising related to the certification content, and handle the suspension, revocation, or cancellation procedures of the certificate in accordance with the relevant regulations of XunStd.

3.2.8 Provide copies of the certification documents to others. The documents should be fully replicated. There is an obligation to ensure that the test reports, factory inspection reports, certification certificates, and certification marks are not used in a misleading manner or partially used.

3.2.9 When conducting marketing promotional activities and including product certification content in documents, brochures or advertisements and other communication media, ensure compliance with the requirements of the certification body or the provisions of the certification scheme.

3.2.10 Ensure compliance with the use of conformity marks (if stipulated in the certification scheme) and any requirements regarding product information.

3.2.11 When there is a general customer complaint, keep good records; when there is a major customer complaint and/or a major quality incident, or when the product fails the inspection by the national administrative authority, report promptly to XunStd.

3.2.12 Save all complaint records regarding the compliance of their products with the corresponding standard requirements. The records must support XunStd's obligation to

access the complaint records. Important complaints should be reported to XunStd, and the measures taken should be recorded.

3.2.13 Take appropriate measures for complaints and any defects found in the product or service that affect the compliance with the certification requirements. Record the measures taken.

3.2.14 When the changes of the certified product have a significant impact on the product design or product specifications, or when the ownership, organizational structure, or management of the supplier changes, or when there is other information indicating that the product may no longer meet the requirements of the certification system, the certificate holder should notify XunStd.

3.2.15 Pay the relevant fees for certification on time.

3.2.16 Comply with national laws and regulations and the relevant regulations of XunStd.

4. RIGHTS AND OBLIGATIONS OF THE CERTIFICATION BODY

4.1 Rights of the Certification body

4.1.1 Formulate the operating guidelines for the certification body.

4.1.2 Specify the certification requirements within the scope of certification, conduct evaluations and make certification decisions.

4.1.3 Require the certificate holder to pay the certification fees as per the contract requirements.

4.1.4 Supervise and re-evaluate the certificate holder.

4.1.5 Handle complaints, appeals and disputes from the certificate holder or other parties regarding certification or other matters.

4.1.6 Require the applicants/ certificate holder to provide the necessary information for the implementation of certification, supervision, re-evaluation and complaint resolution, and facilitate the access, review of records and visits of personnel.

4.2 Obligations of the Certification Center

4.2.1 Provide the applicant/ certificate holder with relevant public documents.

4.2.2 Carry out the certification activities in accordance with the quality manual and procedure documents of XunStd, and complete the certification work within the agreed time.

4.2.3 Comply with the commitment of impartiality.

4.2.4 The technical materials submitted by the applicant/ certificate holder and the records/reports related to the certification for internal use of XunStd, as well as the technical patents and secrets learned through the certification, are all confidential documents and information that must be kept secret and not disclosed to any other party outside XunStd.

However, the following contents are exceptions:

- Certificates issued by XunStd and those included in the XunStd certified announcement;
- Those that have been publicly disclosed by the applicant;
- As required by law, court judgments or legal proceedings;
- Information provided or shown to the product orderer or service recipient upon their request to confirm whether the ordered product or service meets the quality requirements, which is only related to the certification results of the product or service.

4.2.5 XunStd should promptly publish the list of certificate holder on the corresponding media.

4.2.6 Be responsible for the approval, maintenance, extension, suspension, restoration, revocation and cancellation of the certification.

4.2.7 Ensure that the managers and all personnel with execution responsibilities are free from any commercial, financial and other pressures that may affect the certification results.

4.2.8 Ensure that the certification decisions are made by non-executive evaluators.

4.2.9 Notify all relevant parties of the XunStd certification requirements and their changes in a timely manner.

4.2.10 The certificates issued by XunStd are based on the performance of respective duties by the design, manufacturing, supply, demand and insurance parties and other parties. XunStd is responsible for implementing necessary measures through its established quality management system, including training its personnel and selecting qualified individuals to undertake product testing and factory inspection work, to ensure that the XunStd's certification work is fair and reliable. However, regardless of the content of any reports, documents and certificates signed by XunStd and its contracted testing laboratories or factory inspectors, these cannot replace the responsibilities of the above-mentioned parties and do not imply any reduction or exemption of their responsibilities, including liability for breach of contract. If it is proven that damage is caused entirely due to XunStd's negligence, oversight or failure to fulfill prescribed duties, XunStd shall bear the corresponding responsibilities in accordance with relevant laws and regulations.