



## **Rights and Obligations of Applicants and Suppliers of Certified Products**

- The applicant undertakes to always fulfil certification requirements.
- If the certification applies to ongoing production, applicant guarantees that certified product continues to fulfil certification requirements.
- A granted certificate may be used only for the product which is subject to the certification and for the certified scope. He must ensure compliance with the Certification Body's requirements if references are to be published in the media.
- The Certification Body grants no graphic symbols (logos) with which applicants or suppliers of certified product can label their products.
- The applicant and supplier of a certified product can quote the granted certificate in his documentation or promotional materials. The quotation must include the Certification Body identification and the certificate number at least.
- The Certification Body reserves the right to publish basic technical specifications about certified products in the list of issued certificates (and certified products) after the conclusion of the certification process unless the applicant instructs it otherwise.
- The applicant has the right to file a complaint against certification procedure or appeal against verdict.
- The applicant has the right to inspect documentation relating to his certification process.
- The applicant agrees to supply any documents necessary for the assessment of the product.
- The applicant provides an access to all his premises, to his suppliers' premises, to his documents, personnel, and records. In the case of mass production the applicants undertakes to enable inspection visits for the certificate validity period.
- Upon the Certification Body's request, the applicant undertakes to enable participation of external observers (for example the Accreditation Institute assessors) in the certification process and subsequent inspection visits if possible.
- In case of suspension or withdrawal of a certification, the applicant is to cease all reference to the certification.
- The applicant undertakes not to use the Certification Body's certificates or reports in a misleading or unauthorized manner.
- The applicant undertakes not to use its product certification in a manner threatening the Certification Body's reputation.
- If the applicant undertakes to provide copies of certification documents to third parties in their entirety, including potential annexes.
- The applicant (or supplier) must notify the Certification Body in writing in the event of changes significantly affecting the product's design or specification, or changes in the standards in compliance with which the product is certified, or changes in the ownership, structure or management of the supplier, if relevant, or in other cases indicating that the product may no longer comply with the requirements of the certification process. The applicant may apply for re-evaluation procedure. The re-evaluation is performed in compliance with certification procedures (schemes). The Certification Body determines the scope of re-evaluation based on documents supplied by the applicant.
- The Certification Body requires applicants/suppliers of certified products to keep records of all complaints made known to the supplier and related to the product's compliance with requirements of the relevant standards, and to make these records available upon request to the certification body. The applicant/supplier undertakes to take appropriate actions with respect to such complaints and any deficiencies found in products or services that affect their compliance with the requirements for certification, and to document the actions taken.