

General trading conditions

1 General Part

- 1.1 TSÚ Piešťany, š.p. (TSU) as a Supplier provides its customers with service in the field of inspection, testing, expertise, certification of products, systems, persons; calibration and verification of measuring devices.
- 1.2 TSÚ performs its activities on the base of current regulations, directives and methods addressing national, European and international standards, in accordance with European directives.
- 1.3 General trading conditions (GTCs) are an integral part of the contract or purchase order. By signing the contract by both contracting parties or by the purchase order confirmation the GTCs enter into force and become binding.

2 Service (order) realization

- 2.1 Scope of work shall be defined in writing during the particular order arrangements in the contract or purchase order.
- 2.2 Customer must submit all relevant documentation required (technical or other documentation, or, if the testing performance requires a sample, then together with the sample, or, for other performance – measuring device etc.). Data given in these documents must evidently show their validity and obligation. In case that these documents are in a foreign language, they have to be translated into Slovak or other agreed language and accompanied by particular technical specification.
- 2.3 Work performance shall be located in the seat of Supplier or Customer or in other place agreed in the contract or purchase order. Final performances shall be realized in the seat of Supplier. Supplier reserves the right to realize the performance before the given term.
- 2.4 Customer agrees to provide the Supplier with suitable conditions needed for successful performance of the subject of contract or purchase order. Customer enables the Supplier to enter the site area related to the performance of a service, to reach the documents and enables negotiations with competent employees, if appropriate.
- 2.5 Supplier agrees to restrict his requirements solely to the scope of requirements needed for the performance.
- 2.6 During the realization of required performance, it is possible for the Supplier to authorize a third party to carry out a part of the order as a subcontract. The cooperation with a third party shall be realized only upon the written consent of the Customer.
- 2.7 Customer agrees to inform the Supplier yearly about all complaints and claims concerning the subject of service (product) in which conformity assessment was realized. This information shall include the number and reasons of received complaints and claims and the manner how they were dealt together with remedies taken and verification of their effectiveness.
- 2.8 Customer is obliged to inform the Supplier of every change of relevant data including the change of address.
- 2.9 Supplier fulfils its liabilities by delivery of particular output documents (final report, testing protocol, licence, certificate, calibration certificate, audit report ...) by registered post or by personal delivery upon signature of the competent representative of the Customer.

