

GENERAL TERMS AND CONDITIONS

1. CPCE, Testing Laboratory uses suitable methods for sampling and testing, in accordance with the scope of accreditation of CPCE, Testing Laboratory, which can be found on the website of the Accreditation Body of Serbia, under accreditation number 01-544.
2. CPCE, Testing Laboratory does not assume responsibility for the accuracy and completeness of information on samples received from customers.
3. For samples submitted by the customer, the results are applied to the sample as received at the CPCE, Testing Laboratory. The test results refer only to the tested samples.
4. All information obtained during the performance of laboratory activities at the request of the customer, CPCE, the Testing Laboratory cannot be made public without the consent of the customer, except in the case that state authorities, by direct order, require it.
5. The laws in force in the Republic of Serbia will apply to issues that are not expressly regulated by the written agreement.
6. In the case when the customer has not specified the test methods, CPCE, the Testing Laboratory will select the methods it considers most suitable for performing the test.
7. Opinions and interpretations of test results for fertilizers and chemical products are issued at the user's request, on CPCE letterhead, without the ATS symbol.
8. Only at the request of the customer, CPCE, the Testing Laboratory issues a Statement of Conformity with the product specification/declaration or legal regulations, related to the tested parameters. When issuing the statement of conformity, the information of the extended measurement uncertainty is also displayed at the Test Report.
9. The decision-making rule is defined and available to the customer on the CPCE website in the Decision-making Rule document.
10. Only based on the written consent of the customer of the service, tests that cannot be performed in the CPCE, the Testing Laboratory, can be performed in one of the externally laboratories that meet the requirements of the current edition of the SRPS ISO/IEC 17025 standard, at the option of the CPCE Laboratories.
11. CPCE only considers the objection related to the Examination Report if it is submitted by an authorized person of the user within 15 days from the date of issue.
12. It is considered that accepting the offer or contract for services, the customer is familiar with these general terms and conditions of CPCE, Testing Laboratory.
13. The customer of CPCE Testing Laboratory, can access the procedure for resolving complaints in the Complaints document on the CPCE website.
14. All personal data about customers, contractors, internally and externally hired personnel are kept as confidential information.

Šabac, 01.01.2025.

GENERAL MANAGER
Dejan Todorović

