

# General terms & conditions Testing Services

## §1 Background

This document describes Cotec Labs general terms and conditions for all Cotec Labs testing services.

The test specifics are always described in the test contract. These general terms and conditions are a complement to the test contract and are published on [www.coteclabs.com](http://www.coteclabs.com).

Cotec Labs are accredited according to ISO/IEC 17025 (number 1975). The scope of accreditation is published on [www.coteclabs.com](http://www.coteclabs.com). The test contract consists of information about if the test method / standard are accredited or not. Cotec Labs has a flexible scope which means that Cotec Labs can, upon a client request, make a test standard accredited within certain frameworks. For more information contact Cotec Labs. Cotec Labs have the following type of flexible scope,

Cotec Labs may introduce new versions of standard methods and make editorial or technical modifications to non-standard methods, provided these changes are validated and fall within the laboratory's flexible scope of accreditation.

Such changes may include new parameters, measurement ranges, materials, products, or matrices, as well as new methods that are equivalent to those already covered by the accreditation decision.

All updates are subject to internal validation or verification procedures to ensure continued compliance with ISO/IEC 17025 and to maintain the integrity and reliability of test results.

## §2 Before Test

### §2.1 General information

- Cotec Labs assists clients in selecting appropriate test methods based on requirements and needs. All methods used are validated and documented according to ISO/IEC 17025. The test contract specifies whether the method is accredited, and any deviations from standard methods are documented and approved by the client.
- All information provided by the client is handled confidentially and in accordance with Cotec Labs' privacy and information policy.
- Cotec Labs provide the best possible service. Every project is unique, and to offer even better client experiences, Cotec Labs have developed an offering with different service levels. This gives the client the freedom to choose the level that best suits their needs. After that, the client can send the test material.
- For the best possible service, the client can send a copy of the quotation and important information about the project. Cotec Labs will return an order contract within 24 hours where the project is described including a dedicated test engineer and delivery time.

## §2.2 General terms

- The test samples are always conditioned / climate controlled according to ISO 3270:1984, before the test preparation. ISO 3270:1984 is an important step to establish excellent quality of the test process. The conditioning is always included in the test.
- The samples shall not be exposed to moisture or large temperature variations before arriving at Cotec Labs.
- The details / articles should be well-packaged when sent to Cotec Labs so that no damage can come up during transportation.
- In case the orderer/client sends more samples than needed for the test(s) a random sample selection will be made by Cotec Labs unless the orderer/client specifies otherwise.
- Cotec Labs maintains procedures for storage, retention, and disposal of samples, in line with ISO/IEC 17025 requirements and client agreements. Cotec Labs may clean the test objects before testing at the client's request.
- Cotec Labs is not responsible for reference samples.
- Clients can choose to save samples from the same batch, for example for future testing. This is decided in communication between customers and their respective test engineer.
- The testing may be of destructive nature.
- The Client is entitled to submit written comments or requests for amendments to the test contract no later than 24 hours prior to the notified start date of the testing.
- In the absence of such comments or amendment requests within the specified timeframe, the contract shall be deemed fully accepted. Cotec Labs AB reserves the right to initiate and carry out the testing in accordance with the terms of the contract without further notice.
- Update of the report can only be done within 30 days for an additional administrative fee.
- If the requirement for positioning objects according to a specific angle during the test is required and cannot be fulfilled due to the geometry the objects will be positioned at an angle as close as possible to the requirements. If the customer does not clearly specify which side or surface is to be tested, Cotec Labs reserves the right to determine the test surface.
- Cotec Labs are responsible for all the information (digital and physical) that is obtained or created in connection with the project. For more information see policy "Privacy and Information Policy" ([www.coteclabs.com](http://www.coteclabs.com)).

## §2.3 Scania terms

- The samples shall be conditioned by the orderer (client) according to Scania requirements, if any, before samples are sent to Cotec Labs.

## §2.4 Ikea terms

- Cotec Labs is not responsible for cleaning test objects before testing.
- Clients can choose to save samples from the same batch, for example for future testing. This is decided in communication between customers and their respective test engineer.
- All information specified by the Client in the test contract must be accurate, complete, and sufficient for the intended testing. Cotec Labs AB is under no obligation to verify the correctness or adequacy of such information prior to initiating the test or incorporating it into the test report. The Client bears full responsibility for any consequences arising from incorrect, incomplete, or misleading information provided.
- IKEA can, upon request, be given access to the final test report.

### §3 Testing process

#### §3.1 General information

- All samples are uniquely identified upon arrival using a traceable system (e.g., QR code), ensuring full traceability throughout the testing process. Samples are conditioned according to ISO 3270:1984 or other relevant standards, and all handling is documented.
- Cotec Labs issues a test contract specifying price, delivery time, service level, and scope of testing. The Client may submit comments, or amendment requests up to 24 hours prior to the notified test start date. In the absence of such comments, the contract shall be deemed accepted, and Cotec Labs will initiate the test as scheduled. Additional services such as extended evaluation, photographic documentation, preliminary results, or express report delivery may be ordered by the Client at any time after the test has commenced, although prior to the finalization of the testing.
- Testing is performed by qualified personnel using validated methods and calibrated equipment. The laboratory monitors the validity of results through participation in proficiency testing and internal quality controls.
- When a new test method or an updated version of an existing method is validated and approved within Cotec Labs' flexible scope of accreditation, the relevant test contract(s) shall be updated to reflect the new method/version. The updated contract shall be sent to the Client, and if requested, a summary of the method update and its potential impact on the testing process and interpretation of results will also be sent. This ensures that the Client is adequately informed of any changes that may affect their samples or the service provided.

Cotec Labs is committed to maintaining transparency and traceability in all method changes that may influence service delivery.

#### §3.2 General terms

- Cotec Labs will make sure the tests are performed according to the test contract. Deviations from the standards and/or requirements will be reported. Any deviations including ten (10) per cent of the total test time or less and/or issues Cotec Labs assess as minor are not considered as significant for the test.

### §4 Equipment and Calibration

All equipment used in testing is calibrated and maintained according to documented procedures. Calibration certificates are traceable to national or international standards and are available upon request.

### §5 After Testing

#### §5.1 General information

After completing the test, we take pictures of the results and prepare a detailed report, which we then send to you according to the agreed-upon time. We are happy to schedule a digital meeting to discuss the test results thoroughly. We can also assist you with deeper analysis and investigate what the necessary next steps are.



## §5.2 General terms

- The test report will be written in English and sent by e-mail (pdf) or, depending on file size, in agreement with the client requests.
- The test results apply for the sample as received.
- Delivery conditions according to YLK-10 (1994).
- As part of Cotec Labs' work to contribute to reduced negative climate impact, tested objects are archived at Cotec Labs instead of being returned after completion of testing. The objects can be returned to the client upon request before the archiving period of 6 months from arrival date expires. Cotec Labs will charge the client for administration fee and cost for freight of the samples in return.
- The final appearance can be affected during transportation of returned samples; Cotec Labs takes no responsibility for the appearance of returned samples to client.
- Each assignment receives it's own specific payment and delivery terms.