

**QML 7.01.01 General Terms and Conditions of Service**

Date of content update: 05.03.2025\_ES

GENERAL INFORMATION	QML7.01.01 The general terms and conditions of service are an integral part of the order and of the GTCs of Guenther Polska. The subject of the service is the calibration of the object listed in the request for quotation/order. The sender of the inquiry/order is hereinafter referred to as the "Customer" in the "General Terms and Conditions of Service". Laboratorium GUENTHER POLSKA Sp. z o.o., ul. Wroclawska 27C 55-095 Długołęka is hereinafter referred to as the "Service Provider" in the "General Terms and Conditions".
INFORMATION CONCERNING THE CALIBRATION METHOD	The service provider shall calibrate the calibration object in accordance with the method described in its technical procedure: QMV9.01.01 Calibration of a thermocouple by comparison method QMV9.02.01 Calibration of a resistance sensor by comparison method QMV9.03.01 Calibration of equipment by simulation and electrical measurement of temperature QMV9.03.02 Calibration of equipment by simulation and electrical measurement of temperature off-site QMV9.04.01 Calibration of electrical and electronic thermometer QMV9.07.01 Calibration of furnace, thermostatic chamber based on Euramet cg-20 QMV9.08.01 Calibration of temperature transmitter including temperature sensor
ORDER PROCESSING INFORMATION	After delivery of the order confirmation, the ordering party has the right to change or cancel the order within a period of up to 2 working days. In the absence of feedback, the order is realised according to the data on the confirmation. Each calibration service performed, regardless of the calibration results obtained, is continued and charged for in accordance with the arrangements on the quotation. The standard term of the service is 15 working days counted from the moment of delivering the object with the order. It is possible to provide the calibration service within a shorter timeframe than the standard service delivery date, upon prior agreement of the price and delivery date of the calibration object. In the case of damage to the object or the structure, which does not allow the calibration service to be performed, the Service Provider will withdraw from the calibration, of which it will inform the Customer and issue a withdrawal protocol with a fee of PLN 100/net. The Service Provider reserves the right to extend the service in the event of fortuitous events.
INFORMATION REGARDING DOCUMENTS	The Customer shall provide, together with the object, an order with a clearly defined scope of service provision, stating, among other things, the offer no., scope of calibration, measurement points, factory no., model. Completion of the service will be documented by the issue of a calibration certificate or a report on the measurements carried out that are the subject of the order. The service provider performs a statement of compliance with the specification or requirement at the customer's request. As a standard, the Service Provider shall make the determination of conformity based on the principle of simple acceptance according to ILAC G8:09/2019.
INFORMATION ON DELIVERY/ACCEPTANCE CALIBRATION OBJECT	The Customer undertakes to deliver and collect the object at its own expense and risk. The calibration object should be delivered to the registered office address of Guenther Polska, Wroclawska 27C Street, 55-095 Długołęka with the annotation "LABORATORY". If the calibration objects are to be collected by a transport company, the Customer shall specify in the order the name of the company and the number of the contract concluded with it, otherwise, after the service has been provided, the object will be sent back by the transport company indicated by the Service Provider, and the transport costs will be added to the invoice for the order completed. The calibration object delivered for calibration should be operational and complete, i.e. delivered together with necessary equipment (e.g.: appropriate software, batteries, power supplies, connecting cables) and documentation (e.g. instruction manual). The calibration object delivered by the customer should be identifiable by its factory number.
INFORMATION CONCERNING CALIBRATIONS OUTSIDE THE LABORATORY	In the case of calibration outside Guenther Polska's registered office, the Customer will indicate the exact location of the calibration object and the date in writing. The Customer is obliged to provide access to the calibrated objects, otherwise failure to provide access to the equipment on the agreed date may result in an additional charge of PLN 1500/net for each commenced working day. As part of providing the service outside the laboratory's premises, the customer is obliged to provide Guenther Polska employees with training in the principles of occupational health and safety and fire protection applicable at the place of service provision. The customer assigns an available employee to handle the calibrated equipment. If the conditions at the calibration site would be contrary to health and safety regulations and would endanger the health or life of a Guenther Polska employee, the Service Provider may withdraw from the order.
CONFIDENTIALITY INFORMATION	The Service Provider guarantees that all information obtained during or in connection with the undertaken or planned cooperation with the Customer is treated as confidential. At the same time, the Customer undertakes to keep confidential all confidential information provided and shall use it only for the purposes of the cooperation undertaken with Guenther Polska, in particular the Customer shall not disclose it to any third party. The waiver of confidentiality can only be made in writing under pain of invalidity.
INFORMATION REGARDING THE POSSIBILITY OF CANCELLATION/NON-PERFORMANCE OF THE SERVICE	The Service Provider reserves the right to withdraw from the calibration service (with immediate notification to the Client) if the Service Provider finds: -that the calibration object is inoperative; -that the design of the delivered calibration object does not allow the calibration service to be performed; -that the working conditions at the workplace would be contrary to health and safety regulations/threaten the health or life of the employee (in the case of the calibration service to be performed outside the Service Provider's premises).
LIABILITY INFORMATION	The Service Provider shall not be liable for any missed benefits or any damages of the Customer resulting from the stoppage, downtime and resulting disruption of the production process due to the calibration of the object. The service provider is not responsible for the loss of measurement data stored in the memory of the calibrated object. At the time of delivery of the calibration object to the Customer or to the carrier designated by the Customer, the risk of loss, damage and similar events shall pass to the Customer.
INFORMATION ON HOW TO COMPLAIN	Complaints concerning calibration services should be addressed to the Laboratory Manager (tel.: 48 71 32 30 163, e-mail: <a href="mailto:laboratorium@guenther.com.pl">laboratorium@guenther.com.pl</a> )



ADDITIONAL INFORMATION	Possibility of obtaining additional information: -information on the status of the calibration service of the calibration object, the calibration method and technical questions - contact at: 71 323 0163; -information on confirmation of acceptance of the order for execution, form of payment, invoice, form and date of collection or transport of the calibration object - contact phone no: 71 323 0167. We invite you to familiarise yourself with our offer on the website: <a href="http://www.guenther.com.pl">www.guenther.com.pl</a> .