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| 1 | **quality assurance and testing center 3**  **Head quarter:** No. 49 Pasteur, District 1, Ho Chi Minh City – Tel: (84-28) 3829 4274 – Fax: (84-28) 3829 3012 – Email: [info@quatest3.com.vn](mailto:info@quatest3.com.vn)  **Department of Customer Service:**  No. 7, No.1 Street, Bien Hoa 1 IZ, Dong Nai Province – Tel: (84-251) 383 6212 – Fax: (84-251) 383 6298 – Email: [dh.bh@quatest3.com.vn](mailto:dh.bh@quatest3.com.vn)  Lot C5, K1 Street, Cat Lai IZ, Thu Duc City, Ho Chi Minh City – Tel: (84-28) 3636 1775 – Fax: (84-28) 3829 3012 – Email: [dh.q2@quatest3.com.vn](mailto:dh.q2@quatest3.com.vn)  No.64 Le Hong Phong Street, District 5, Ho Chi Minh City – Tel: (84-28) 3923 2330 – Fax: (84-8) 3923 2329 – Email: [dh.q5@quatest3.com.vn](mailto:dh.q5@quatest3.com.vn) | | | | | | | |
| **testing request & acceptance** | | | | | | | | |
| **TESTING REQUEST**  ***(For customer, see general stipulations on backside of this form)*** | | | | | **SERVICE ACCEPTANCE**  ***(For Quatest 3)*** | | | |
| **Information for Test Report**  Name of Organization(1):  Address(1):    Tax Code(1): Tel: Fax:  By Mr/ Mrs: Title: on behalf.  Contact Person:  H.Phone: E-mail: | | | | | No.(9): KT3-  KT3-  KT3-  KT3-  KT3-  Customer Code:  Contract No.:  Quotation  No.  No  Date: | | | |
| **Information for Invoice Issuing** *(In case above information is not applied)* (2)  Name of Organization(1):  Address(1):    Tax Code(1):  Contact Person about payment and invoice isuing:  H.Phone: E-mail: | | | | |
| Require Quatest 3 to perform tests hereto. In cases of any changes or obstacles that restrain the testing works, both sides will inform and discuss to solve. We are responsible for information provided in this form and agree to pay for all testing costs/fees to Quatest 3 before receiving result. Testing costs/fees are according to price quotation and agreement between both sides. | | | | | Quatest 3 already considered and accepted to perform testing as customer requests and conditions recorded in this form. | | | |
| **Samples**(1) | | | | **Quantity**(1) | Execution | | | Laboratory Comment |
|  | | | |  | Yes | No | Sub-contract(10) |
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| **Name of specific test(s)**((3) | | **Test method**(3):  Selected by Quatest 3  Administrative Agency Appointed | | |  |  |  |  |
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| Testing purpose:  Serving the state management;  Others  Test result:  Separate result as per sample; Test result deliver date(4):……./……/20  Test report(5):  Vietnamese;  Bilingual; No. of Copies(6):….; Certified Copies(6):  Delivery location:  Bien Hoa 1 IZ;  Cat Lai IZ;  No. 64 Le Hong Phong Street;  Or send via(7):  Fax;  E-mail;  Letter;  Taking sample back location(8):  Bien Hoa 1 IZ;  Cat Lai IZ;  No. 64 Le Hong Phong Str.; | | | | | **Expected finish date:**……/……/20……  Estimated cost:    Advance deposit: | | | |
| To compare testing results with Standard No.:  Further Requests/Notes: | | | | | **Sample notes from laboratory:**  Not hold:  Hold(11): | | | |
| *I have read and agreed with stipulations on page 2.*  **Sample Sender**  ……………………………… | | | **Notes** | | **Sample Receiver**  Sample received at Quatest 3.  Sample received at location upon request.  On-site work.  ……………………………… | | | |

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| **GENERAL STIPULATIONS ON TESTING SERVICE REQUEST**   1. **QUY ĐỊNH CHUNG**     1. When this testing request & acceptance form is sent to Quatest 3, customer by default has read carefully and agreed with general stipulations on testing service request that regulated in this form except for other documented agreements between both sides. This testing request and service acceptance form is used as the documentary evidence for customer to take back testing sample(s) (if applicable) and test report. The owner of the test report is a company whose name can be displayed on the test report, the contact person can discuss about the sample and the results can request a review of the test report, but the owner can have the right to request adjustment or change the legal information on the test report according to the provisions of Quatest 3.    2. Quatest 3 is not accountable for information related to: sample description, identification, sample origin, name of customer, specific tests … provided by customer. We recommend customer to check contents that marked “ **( )** ”on page 1 of this form described hereto:   (1) Recommend customer to write clearly and fully name of organization who sends sample (company, agency, individual …), address, tax code, name of sample (identification signs, other names (if available) … should be included) … in order to issue test report. Quatest 3 will **NOT** make change on customer name, sample name after issuing test report. In case of not enough space or further information, attachments to this form are accepted.  (2) Recommend customer to write exactly, clearly and fully organization name, address, tax code in order to issue invoice. Quatest 3 will **NOT** make change after settling invoice.  (3) In case customer requires Quatest 3 to select test method, by default customer authorized Quatest 3 to select appropriate test method. Quatest 3 prioritizes test method that Administrative Agency appointed for specific product belonged to list of group 2 product according to current regulation and accredited test methods. Test method used will be declared on test report. In case customer requires Quatest 3 to inform specific test method before performing test on sample, please write down on **NOTES**, Quatest 3 will inform by document before test on sample and service acceptance date will be counted from when Quatest 3 gets confirmation from customer.  (4) Quick testing service by customer demand, please contact service officer for more information.  (5) Test report issued by Quatest 3 to customer is only valid on object(s) being tested at the moment when the test is carried out and does not degrade responsibilities and obligation(s) that mentioned in commercial contract or legal matter of customer or party supplies testing objects. A part of test report cannot be reproduced unless documented approbation by Quatest 3.  (6) Extra costs, please contact to service officer for details.  (7) Could proceed only after testing cost is paid or there is another documented agreement with Quatest 3, require customer to write clearly address and full name of receiver(s) when demanding to send via E-mail/letter.  (8) In case customer requires to get back sample after testing, please proceed as soon as receiving test report, within 30 days after issuing test report, if customer does not get back sample, Quatest 3 will proceed to destroy sample according to Quatest 3’s regulation.  (9) The number is generated by works of Quatest 3 after accepted request from customer. This number is used as bases for information exchange between Quatest 3 and customer afterwards.  (10) Specific test(s) that is able to be performed by sub-contractor (if necessary), Quatest 3 will inform to customer before commencing.  (11) In case if necessary, Quatest 3 will hold sample in a time interval specified by Quatest 3’s regulation. Time to hold sample depends on sample nature but **NOT** exceed 30 days after issuing test report. Complaints after sample holding duration or sample is returned, Quatest 3 has right to decline to handle.   * 1. All testing requests must be accepted by Quatest 3. Quatest 3 has right to refuse testing request if information provided by customer is inadequate or inexact about object(s) being tested or it is not satisfied with requirements for specific test..   2. In case of any obstacles or changes in testing, both sides will inform and discuss to solve.  1. **COMMITMENT OF CUSTOMER**    1. Customer pays for estimated cost and the remaining (if any) before receiving test report except for other documented agreement between both sides about payment method. Customer has right to withdraw testing request by sending official document to cancel the test to Quatest 3 within appropriate duration. Customer has obligation to pay for cost depended upon amount of work that is carried out until the test is canceled.    2. Customer has right to complaint about received testing result(s), Quatest 3 is responsible for solving complaints timely and to confer with customer for solution in the spirit of cooperation, mutual respect based on reliable scientific evidence related to object being tested.    3. Customers cannot arbitrarily modify the test report of Quatest 3 in any way and are solely responsible before the law. 2. **COMMITMENT OF QUATEST 3**    1. Quatest 3 commits to carry out exactly as per agreement with customer based on technical knowledge and scientific competence to provide the best testing service to customer with full of responsibility according to current regulations.    2. Quatest 3 commits to keep confidential testing results, not provide information about the test for third parties unless documented allowance by customer except for other legal requirements. | | |
| **CONTACT INFORMATION** | | |
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