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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 **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 Lot C5, K1 Street, Cat Lai IZ, District 2, Ho Chi Minh City – Tel: (84-28) 3636 1775 – Fax: (84-28) 3829 3012 – Email: dh.q2@quatest3.com.vnNo.64 Le Hong Phong Street, District 5, Ho Chi Minh City – Tel: (84-8) 3923 2330 – Fax: (84-8) 3923 2329 – Email: dh.q5@quatest3.com.vn |
| **calibration/verification request & acceptance** |
| **CALIBRATON/VERIFICATION REQUEST*****(For customer, see general stipulations on backside of this form)*** | **SERVICE ACCEPTANCE*****(For Quatest 3)*** |
| **Information for calibration/verification certificate**Name of Organization(1): Address(1):  Tax Code(1): Tel: Fax: By Mr/ Mrs: Title: on behalf. Contact Person: H.Phone: E-mail:  | No.(8): KT3- KT3- KT3- KT3- KT3- KT3- Customer Code: Contract No Quotation [ ]  No. [ ]  NoDate:  |
| **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 calibrate/verify measuring devices hereto. In cases of any changes or obstacles that restrain the calibration/verification works, both sides will inform and discuss to solve. We are responsible for devices, information provided in this form and agree to pay for all calibration/verification costs/fees to Quatest 3 before receiving certificate. Calibration/verification costs/fees are according to price quotation and agreement between both sides. | Quatest 3 already considered and accepted to carry out calibration/verification service as per customer requests and conditions recorded in this form. |
|  [ ]  According to list of devices and specification attached (1) [ ]  According description of devices and specification hereto (1) | Quantity | Requirement | Comment |
| Calibrati-on(3) | Verific-ation(3) |
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| Notes about accessories; installation location of measuring device (if any). |  |
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| Calibration/Verification method (4): [ ]  Calibration/Verification Procedure selected by Quatest 3. |  |
| Adjusting device: [ ]  Yes, if necessary; [ ]  No (Do not uncover device); | **Expected finish date:** ………/……/20…… Estimated cost: Advance deposit:  |
| [ ] Next calibration date recommendation(5): [ ]  Yes, ; [ ]  No; |
| Calibration/verification Certificate(6): [ ]  Vietnamese; [ ]  Bilingual;  Results deliver date (7):…..…/…..…/20  |
| Receive result and device location: [ ]  Bien Hoa 1 IZ; [ ]  Cat Lai IZ; [ ]  No. 64 Le Hong Phong |
| Notes about devices and additional requirements:   | **Responsible Laboratory**:    |
| [ ]  *I have read and agree with stipulations on page 2.* **Device Sender**……………………………… | **Notes** | **Device Receiver**[ ]  received[ ]  on-site work……………………………… |
| **GENERAL STIPULATIONS ON CALIBRATION/VERIFICATION SERVICE REQUEST**1. **Overall**
	1. When this calibration/verification request & acceptance form is sent to Quatest 3, customer by default has read carefully and agreed with general stipulations on calibration/verification service request that regulated in this form except for other documented agreements between both sides. This calibration/verification request and service acceptance form is used as the documentary evidence for customer to take back devices (if applicable) and calibration/verification certificate. Please present this form when taking back devices (if applicable) and calibration/verification certificate. The owner of the calibration/verification certificate is a company whose name can be displayed on the calibration/verification certificate, the contact person can discuss about the devices and the results can request a review of the calibration/verification certificate, but the owner can have the right to request adjustment or change the legal information on the calibration/verification certificate according to the provisions of Quatest 3.
	2. Quatest 3 is not accountable for information related to: devices, identification, origin, name of customer… provided by customer. We recommend customer when request for calibration/verification to check contents that marked “ **( )**”on page 1 of this form described hereto:

(1) Recommend customer to write exactly, clearly and fully name of organization who sends measuring device (company, agency, individual …), address, tax code, name of device (identification signs, other names (if available) … should be included) … in order to issue calibration/verification certificate. Quatest 3 will **NOT** make change on customer name, device name after issuing certificate. (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) Quatest 3 only calibrate/verify measuring devices according to competence and scope of activities has registered/appointed as per regulation of law on Metrology. In case if customer does not suggest, Quatest 3 will select and inform to customer about selection of calibration or verification.(4) In case customer requires Quatest 3 to select calibration/verification procedure, by default customer authorized Quatest 3 to select appropriate procedure. Quatest 3 prioritizes to select calibration/verification procedure that Administrative Agency appointed according to current regulations and accredited calibration/verification procedure. Calibration/verification procedure used will be declared on calibration/verification certificate. In case customer requires Quatest 3 to inform specific procedure before commencing, please write down on **NOTES**, Quatest 3 will inform by document before calibrating/verifying on devices and service acceptance date will be counted from when Quatest 3 gets confirmation from customer. (6) In case of not required by customer, Quatest 3 will or will not recommend next calibration date on calibration certificate.(7) Calibration/verification certificate issued by Quatest 3 to customer is only valid on object(s) being calibrated/verified at the moment when the calibration/verification is carried out and does not degrade responsibilities and obligations that mentioned in commercial contract or legal matter of customer or party supplies devices. A part of calibration/verification certificate cannot be reproduced unless documented approbation by Quatest 3. (8) Quick calibration/verification service by customer demand, please contact service officer for more information.(9) The number is generated by works of Quatest 3 after accepted calibration/verification request from customer. This number is used as bases for information exchange between Quatest 3 and customer afterwards.* 1. All calibration/verification requests must be accepted by Quatest 3. Quatest 3 has right to refuse calibration/verification requests if information provided by customer is inadequate or inexact about device(s) being calibrated/verified or it is not satisfied with requirements of law on Metrology;
	2. Quatest 3 advises customer to calibrate/verify devices periodically from date when calibration/verification certificate is issued.
	3. In case of any obstacles or changes in calibration/verification works, both sides will inform and discuss to solve.
	4. Customer gets back measuring devices being calibrated/verified, please check carefully before leaving customer service department, Quatest 3 is not responsible for measuring devices of customer after leaving.
1. **COMMITMENT OF CUSTOMER**
	1. Customer pays for estimated cost and the remaining (if any) before receiving calibration/verification results except for other documented agreement between both sides about payment method. Customer has right to withdraw calibration/verification request by sending official document to cancel the calibration/verification to Quatest 3 within appropriate duration. Customer has obligation to pay for cost depended upon amount of work that is carried out until the calibration/verification is canceled.
	2. Customer has right to complaint about received calibration/verification 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 measuring devices being calibrated/verified.
	3. Customers cannot arbitrarily modify the calibration/verification certificate 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 calibration/verification service to customer with full of responsibility according to current regulations.
	2. Quatest 3 commits to keep confidential calibration/verification results, not provide information about the calibration/verification for third parties unless documented allowance by customer except for other legal requirements.
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| **CONTACT INFORMATION** |
| Head quarter: 49 Pasteur, District 1, Ho Chi Minh City |
| Tel: (84-28) 3829 4274 | Fax: (84-28) 3829 3012 | Email: info@quatest3.com.vn |
| Hotline: (84-28) 2221 2797 |  | Website: [www.quatest3.com.vn](http://www.quatest3.com.vn)  |
| Customer service office on District 2: Lot C5, K1 Street, Cat Lai IZ, Thu Duc City, Ho Chi Minh City |
| Tel: (84-28) 3742 3160 | Fax: (84-28) 3829 3012 | Email: info@quatest3.com.vn |
| Bien Hoa Testing Complex: No. 7, No. 1 Street, Bien Hoa 1 IZ, Dong Nai Province |
| Tel: (84-251) 383 6212 | Fax: (84-251) 393 6298 | Email: dh.bh@quatest3.com.vn |
| Middle Branch of Quatest 3: No. 16 Truong Dinh Street, Tran Phu Ward, Quang Ngai City, Quang Ngai Province |
| Tel: (84-255) 383 6487 | Fax: (84-255) 383 6489 | E-mail: n6.cn@quatest3.com.vn |
| ****Testing service center:** No.**64 Le Hong Phong Street, Ward 2, District 5, Ho Chi Minh City |
| Tel: (84-28) 3924 6234 | Fax: (84-28) 3924 5516 | E-mail: dc.dv@quatest3.com.vn |