

(e) Appeals: Client shall appeal to IEI in respect of the following,

- I. Non acceptance of client's application for Inspection
- II. Inspection result/ report submitted by the Inspector not acceptable to the client.

IEI shall deal with the appeals according to its procedure and shall be responsible for all decisions at all levels of the appeal handling process.

IEI shall acknowledge the receipt of the appeal and shall provide the client with progress reports and the outcome.

(f) Complaints: IEI shall investigate the complaint received about the client to decide what action need to be taken and the same shall be communicated to the client at an appropriate time. The identity of the complainant shall not be disclosed.

(g) Fees The fees shall be detailed in the quotation submitted by IEI. Fees are charged on the basis of applicable rates at the time of submission of the quotation. IEI may revise the fee submitted in the quotation during the Inspection period. Clients shall be notified of any change in the fee.

If any special Inspection is performed on the client, IEI shall charge an extra fee for such audits to cover the inspection charges and other administrative costs and this shall be payable within 7 days from the date of invoice.

Cancellation of Inspection shall involve re-imbursement of expenses incurred by IEI, if any.

(h) Access to the client site : The client , at the request of IEI, shall permit access to their sites and records for IEI's Inspectors and authorized personnel on behalf of the accreditation body to which IEI is accredited/ going to be accredited.. The same shall be communicated to the client in advance. NABCB assessors need access during witness assessment, which shall be permitted by the client. Also, client shall provide IB's inspectors require safe access to the items being inspected. The client shall ensure the safety of the Inspectors / assessors, in its premises.

(i) Agreement Period : This agreement comes to force on and remains in the force until the Inspection job is over and payment is realized, unless withdrawn for justified reasons or withdrawn by either party upon due notice given to the other party.

(j) Liability: IEI's liability shall be limited to providing Inspection of the client's product and shall not in any way be responsible for the liabilities arising out of the client's products or services.

(k) Equipment: Calibrated equipment, with valid NABL/ Equivalent accredited lab , shall be provided by the client , at his site . IB's Inspectors may use their own basic equipment . like Vernier etc. The client shall provide the calibration certificate of the equipment, on demand.

Signed by Authorized Representatives of IEI and the Client Organization

For INNOVATIVE ENGINEERING INSPECTION PVT. LTD.

For the client:

Date:

Date_____

Name:

Name:_____

Signature:

Signature: _____

Designation: Director

Designation: _____

Company Seal

Company Seal