

General terms of service

1. The subject of the service is research work based on the calibration of measuring instruments listed in the Offer/Order.
2. National Institute of Telecommunications - National Research Institute - Laboratory of Electrical, Electronic & Optoelectronic Metrology (hereinafter referred to as "LMEEiO" or "National Institute of Telecommunications") performs calibration/checking of measuring instruments in accordance with the methods described in its measurement procedures to the extent specified by the Customer.
3. The Customer has the right to participate in the calibration as an observer after prior agreement with the Contractor.
4. LMEEiO accreditation scope, ie the measurement ranges and CMC measurement capacities are published on the website of the Polish Center for Accreditation: <https://www.pca.gov.pl> Accreditation Number AP015.
5. Customer undertakes to deliver and collect from the LMEEiO of the National Institute of Telecommunications, measuring instruments at his own expense and risk in a pre-determined period. The Customer specifies in the order the method of delivery and receipt of measuring instruments. If the instruments are delivered by a courier company, the Customer specifies in the order the name of the company and the number of the contract concluded with it. The Laboratory does not store packages of instruments delivered for calibration by Customers. It only stores the packages of instruments sent by courier.
6. The measuring instruments should be delivered to the following address: National Institute of Telecommunications - National Research Institute, Laboratory of Electrical, Electronic & Optoelectronic Metrology, Szachowa Str. 1, 04-894 Warsaw between 8.00-15.30, phone: +48 22 5128 427.
7. The measuring instruments supplied for calibration should be functional and complete along with the equipment (eg. batteries, in the case of instruments powered by batteries) and the instruction manual.
8. In case of calibration on-site, the Customer is obliged to provide access to the calibrated instruments and guarantee appropriate environmental conditions during calibration.
9. In the event of a failure of the device or its damage, the laboratory will withdraw from calibration, and will inform the Customer immediately. Report from withdrawing from calibration will be issued and The Customer will be charged PLN 200 net fee.
10. For storage of uncollected instruments, after 21 days from the date of invoice, due to the Customer, the Customer will be charged a fee of 1% of the invoice value for each day.

11. The order should contain: the Customer data for issuing the invoice, the data to be placed on the calibration certificate, the name and serial numbers of the measuring instruments, contact details regarding the calibrated instruments (telephone, e-mail).
12. The order should specify the criteria for conformity with requirements of the device, if the client is interested in receiving such a decision.
13. The service will be documented by the issuance of a Calibration Certificate containing the results of measurements along with uncertainty of measurement.
14. Calibration certificates are issued in Polish or in English.
15. The standard deadline for the service is 10 business days in the case of an agreed date.
16. In case of sending the device without agreeing on the term, the time of service completion may be extended.
17. It is possible to perform the service in a shorter time than the standard, after prior agreement of the price including its faster execution.
18. Payment for the service should be made in the form of a transfer to the bank account of the Institute of Communications specified on the invoice issued for the service, within 14 days from the date of receipt of the invoice or other agreed date.
19. The invoice is issued after the calibration of all instruments from the order has been completed.
20. Customer authorizes the Contractor to issue a VAT invoice without the signature of the Principal.
21. The National Institute of Telecommunications is not responsible for the effects of the use of measuring instruments calibrated in LMEEiO by both the customer and a third party, except when they result from negligence or negligence committed by LMEEiO when executing the order.
22. The National Institute of Telecommunications is not responsible for the loss of measurement data stored in the device's memory before performing the calibration.
23. The National Institute of Telecommunications is not responsible for the consequences resulting from changing the system settings stored in the device's memory during its adjustment.
24. Complaints about the performed calibration services should be directed to the Customer Service (phone: +48 22 5128383, e-mail: calibration@il-pib.pl).
25. Delivery of the instrument by the customer means acceptance of this offer and methods of calibration.
26. LMEEiO asserts that it is free from commercial and financial pressures that would compromise its impartiality.

27. LMEEiO is responsible for managing all information from the Customer and guarantees the confidentiality of the results and interests of the Customer.

28. In connection with the execution of the order, the parties provide each other with personal data of their representatives involved in its implementation, i.e. data of representatives and persons indicated for contact, cooperation or coordination of the execution of the order.

29. The parties declare that the processing of data provided to them by the other party regarding the persons referred to above will be carried out by each party as the personal data administrator solely for the purpose of executing the order.

30. The Customer is obliged to fulfill the information obligation on behalf of the Institute of Telecommunications in accordance with Art. 14 GDPR, towards persons employed by it (regardless of the legal basis of employment), whose personal data will be disclosed to the Institute of Telecommunications in order to fulfill the order. In order to fulfill this obligation, the Principal, immediately after disclosing the data of its representatives, will provide these persons with appropriate information about the processing of their personal data by the Institute of Telecommunications, available at <https://www.gov.pl/web/instytut-lacznosci/rodo>.

31. The Customer who is a natural person running a business is obliged to read the "Information on the processing of personal data for a natural person running a business who is a party to the contract" published by the Institute of Telecommunications at the address indicated in the point above.

32. At the request of the Customer, the Laboratory performs an assessment of the compliance of the measurements with the requirements (specification) expressed in writing, based on the criteria set out in the document ILAC-G8: 09/2019, Guidelines for decision making and compliance statements.

Laboratory of Electrical, Electronic
and Optoelectronic Metrology
T: +48 22 5128 407; +48 22 5128 383
F: +48 22 5128 492
calibration@il-pib.pl



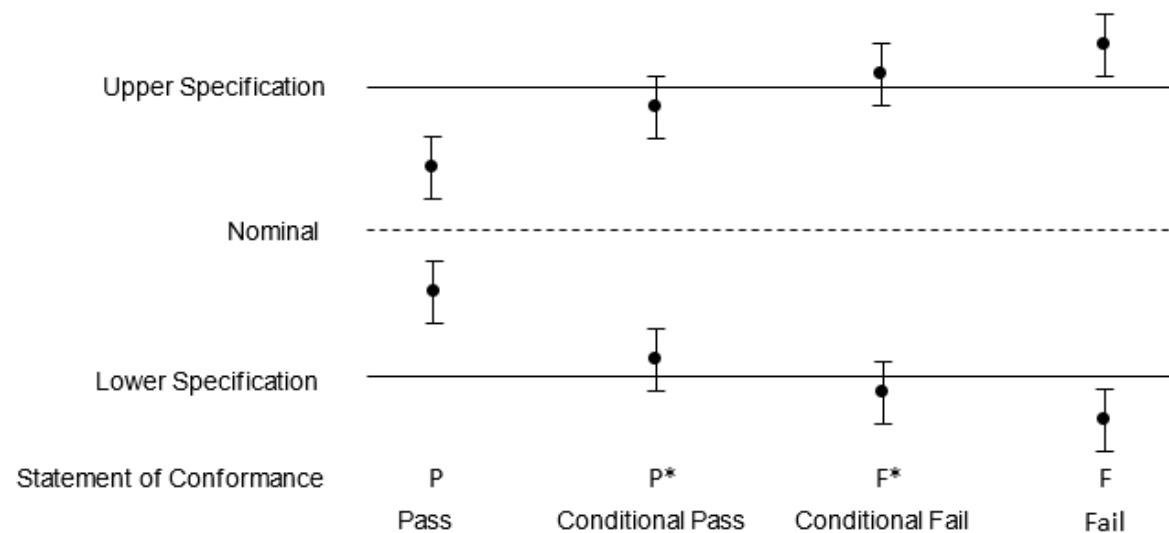
33. The laboratory performs the conformity assessment as standard in option A. At the request of the Customer, the assessment in accordance with option B or another agreed with the Customer may be used.

CONFORMITY ASSESSMENT CRITERIA

OPTION A. By adopting the guard band $w = 0$

Assesment Specific risk of incorrect assessment to:

Pass	5%;
Conditional Pass	50%;
Conditional Fail	50%;
Fail	5%



OPTION B. By adopting the guard band (w) equal to the expanded measurement uncertainty (U)

Assesment Specific risk of incorrect assessment to:

Pass	2,5 % or 5%;
Conditional Pass	50%;
Conditional Fail	50%;
Fail	5%

