



Centro Tessile Serico Sostenibile Srl
Via Castelnuovo, 3 - 22100 Como, Italia
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Supply Conditions

1. These Supply Conditions apply to the current relationship (contract) between the Centro Tessile Serico Sostenibile srl Laboratory and the Customer, whose object is the provision of services by the Laboratory.
2. Both the Offers for the tests / services subscribed by the Customer and the Orders for tests / services and the sending of samples to the Laboratory constitute contracts.
3. The samples to be tested must be accompanied by the Test Application Form or by the Test Application Form Fault Examination (available on the website <https://www.textilecomo.com/>, in the section Services\Laboratory test\Download) completed, stamped and signed or by letter with description of the samples and tests required, always signed and stamped. The completed Application Forms and the letters of request for tests/services are equivalent to the signature of a contract. Except for different indications or agreements with the Customer, the Laboratory issues a Test Report for each sample delivered, including all the tests carried out on the sample.
4. The samples and the Applications Forms can be delivered directly to the Laboratory Secretary from Monday to Friday from 8.30am to 12.30am and from 2.00pm to 6.00pm, or sent by post/ courier.
5. The samples for which the 48-hour service is requested must be received by 2:30 pm.
6. The analysis for the investigation of faulty is preferably received by appointment, in order to allow a more fruitful examination and programming of the same. Fault Examination - The service (aimed at determining the possible causes of defects in a material) requires a preliminary contact with the Customer to define a test program and the drafting of an Offer. At the end of the activity a report on the causes of the defect is prepared.
7. In case the Customer needs to receive the Test Report issued under the name of another Company (i.e. for contractual requirements or related to participation in a tender) this has to be specified at the moment of the laboratory tests request.
In such occasion the Laboratory Secretary will ask to the Customer who sends the sample for the written approval of the company to whom the Test Reports or similar document will have to be issued.
8. The prices relating to the tests/services are regulated by the Laboratory Price List, which constitutes a reference document for internal use by Centro Tessile Serico Sostenibile Srl; the prices can be requested by phone or email, by contacting the Customer Service or requesting the issue of a dedicated Offer.
9. Trial subscriptions are available at discounted prices, special economic conditions for the Companies associated with Confindustria Como/Lecco/Sondrio and for the Companies of the For Textile team; they can be requested by contacting the Customer Service.
10. 48-hour service - The service of delivery of test results within 48 hours must be previously agreed with the Laboratory Secretary and/or the Customer Service because it is applicable to specific tests. It provides an additional price of 11,00 €.
11. Urgency Service - The urgency service and the relative timing must be previously agreed with the Laboratory Secretary and/or the Customer Service. It provides a surcharge of 50% of the price of the single test.
12. Translation Service – Code 90031 – issue of 2 separate Test Reports in Italian and English, price of 11,00 € for each Test Report.



13. Post-Translation Service - Code 90021 – request for the issue of an English Test Report or translation of other documents (starting from 11,00 € - to be agreed with the Laboratory Secretary).
14. Video/photographic documentation service - Code 15966 (to be agreed with the Laboratory Secretary).
15. The billing of the tests/services is carried out monthly at the end of the month, unless otherwise agreed.
16. The payment of invoices issued by the Centro Tessile Serico Sostenibile srl is by bank receipt of 60 days invoice date end of month, unless otherwise agreed.
17. Prepayment of invoices is required, for the first delivery, for Customers who have not used the services of the Laboratory for over 24 months and for foreign Customers.
18. The invoice will be charged 10.00 € as an administrative fee.
19. The laboratory reserves the right to block the execution of the tests or the provision of the services requested in case there are non-fulfillment of payment relating to the invoices issued.
20. The Laboratory ensures the constant updating of the test methods and the execution of the tests according to the editions in force of the same, unless otherwise requested by the Customer.
21. All chemical products sent to Laboratory must be accompanied by the relevant Safety Data Sheet and/or any other document including warnings about toxicity, danger, caution regard handling, use, storage, disposal, etc. of the product. At the end of the analysis an amount of 5,00 € will be charged as product disposal cost, except return request by Customer.
22. Laboratory tests are generally destructive. Except for specific indications to the contrary, clearly specified by the Customer, the Laboratory is authorized to cut the sample to be tested.
23. All remaining materials, delivered to the Laboratory, will be kept available to the Customer for a period of 2 months from the evasion of the test in the case of Tests Request and 12 months in case of Request for Fault Analysis; later, if not requested, they can be destroyed at the discretion of the Laboratory. No residual water samples are stored.
24. Test Reports are kept for 5 years; in the event that the Customer needs a conservation for a longer duration, he must make a written request to the Laboratory.
25. The sample tested is provided by the Customer who performs the sampling under his own exclusive responsibility. The results contained in the Test Reports of the Centro Tessile Serico Sostenibile srl refer exclusively to the tested samples and do not extend to sampling batch.
26. The Customer must take care to send an appropriate quantity of material according to the number and type of tests required and packaged/stored appropriately where necessary: the quantities required for the type of tests and any specific sample storage conditions are indicated in the document "Material for tests: quantity and samples storage methods" available on the website <https://www.textilecomo.com/>, in the section Services\Laboratory tests\Download or in the Offers, where required.
27. When samples to be tested reach the laboratory in inadequate quantities for the carrying out of the required tests (e.g. sample in small quantities) and/or in storage methods which do not comply with the test standards (e.g. sample for formaldehyde and odor test not bagged), and as reported in the document "Material for tests: quantity and samples storage methods" available on the website www.textilecomo.com, in the Services\Laboratory



tests\Download section or in the Offers, the Laboratory considers itself authorized to continue with the execution of the tests indicating these deviations in the Test Report and declining responsibility for results related to the deviation.

28. The Laboratory uses a FR polyurethane foam treated with a density of 35 kg/m³ for the flammability tests on upholstered furniture; if the Customer delivers only the upholstery material (cover) without the filling material to be tested and / or in the event that the Standard (or the reference law) required by the Customer does not report specific information on the type of upholstery filling to be used. The characteristics of the upholstery filling used are reported in the Test Report.
29. The customer must take care to mark the face of the textile materials; for the tests in which the indication of the face side can invalidate the analytical result, the Laboratory declines its responsibility for the data.
30. The Laboratory is accredited by Accredia (Accreditation Code LAB N° 0045 L) according to UNI CEI EN ISO / IEC 17025 standard. The meaning of accreditation, the Accreditation Certificate and the Accredited Tests List are available on the website <https://www.textilecomo.com/>, under the section "Recognitions".
31. The Laboratory must manage all the tests covered by accreditation as accredited by issuing a Test Report with the ILAC-ACCREDIA mark, in all applicable cases. If the customer requests the opposite, he has to specify it clearly in the contractual phase (eg: indicating it on the Test Request Form or when requesting an Offer).
32. When the accreditation of the tests is mandatory (e.g. tests for PPE Certification) or when the Test Reports have to be provided to a third party (e.g. tests for public bodies supplies) it is not possible for the Laboratory agree with the Customer to carry out the tests as not accredited.
33. When the Laboratory doesn't know a priori the destination / use of the Test Reports by its Customers, it is reiterated that the Test Reports issued without the ILAC-ACCREDIA mark and / or without reference to accreditation, are not covered by accreditation and they cannot be provided to third parties.
34. The Laboratory makes available, upon request, a description of the complaints handling process; any complaints must preferably be communicated in writing within 30 days from the date of issue of the Test Report to the email address: mailbox@textilecomo.com.
35. The supply of services by the laboratory is subject to Italian Law. For any dispute that may arise between the Laboratory and the Customer, the only competent law court will be that of Como with the exclusion of any other law court, alternative or competing.
36. Except for different contractual agreements, Test Reports are made available to the Customer by the "Web Analysis" service at the website <https://www.textilecomo.com/>. Activation credentials are provided by the Laboratory Secretary.
37. In the event that the Customer needs to receive the Test Report with original signature, he must make a prior request to the Laboratory Secretary.
38. The re-issue of the Test Report is not permitted when the name/trade mark of the tested product has changes, without testing it again, even with a clear reference to the initial report (EA Resolution 2014 (33) 31). Similarly, it is not possible to reissue a Test Report in the event of corrections of errors or omitted information/data, if not available at the time of the execution of the tests.



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39. Statement of Conformity. The Laboratory can provide statements of conformity to the requirements employing the decision rule indicated in the standard or in the legislative requirement, where existing, In the case of declarations of conformity with product standards relating to protective equipment which explicitly require the application of measurement uncertainty for the evaluation of test results, a rule based on the maximum precaution criterion is used, taking into account the extended uncertainty (U) of which is associated a maximum probability of attributing incorrect judgments of 2.5%; in the case of product standards that do not mention measurement uncertainty, the Laboratory will formulate the declaration based on the algebraic comparison between the test result and the requirement, to which a maximum probability of 50% of formulating incorrect judgments is attributed.
- If the Customer requests to issue a Declaration of Conformity to a Company Specification or Performance Standard, he must provide the Laboratory with this Documentation in advance and must communicate the decision rule to be applied; in the absence of this last information, the Laboratory will formulate the declaration based on the algebraic comparison between the test result and the requirement, without taking into account the measurement uncertainty, to which a maximum probability of 50% is attributed to make incorrect judgments.
40. All the information that will be brought to the attention of the Laboratory will be considered as confidential. Centro Tessile Serico Sostenibile srl undertakes not to use any information, materials or documentation received from the Customer except for the purposes of the service to be provided and in compliance with European Regulation 679/2016.
41. During the Laboratory accreditation audits, the inspectors, bound by the confidentiality agreement, shall carry out random checks on the technical records and on the Test Reports.
42. The Laboratory is not responsible for the information provided by the customer and reported in the Test Report and which could influence the test results.
43. Furthermore, if the customer requests to carry out the test with one or more deviations from the conditions defined in the standards, the Laboratory declines its responsibility with respect to the validity of the results. The Customer may request significant deviations from the test conditions (e.g. extension of times in wear/abrasion/weather tests of a material); the Laboratory indicates such deviations in the Test Report, declines responsibility for such data and reserves the right to apply an additional fee for carrying out such tests.
44. The Laboratory reserves the right to entrust some tests to external laboratories; the subcontract is previously communicated to the Customer. The Laboratory assumes responsibility for subcontracting. In cases where the Test Report contains both accredited internal tests and tests subcontracted to an external laboratory accredited for the specific test, the indication of the accreditation code of the subcontracted laboratory is reported at the end of the CTSS Test Report.
45. "Organisation, management and control Model" (Legislative Decree 231/01) - Centro Tessile Serico Sostenibile Srl has adopted an "Organisation, management and control Model" and a "Code of Ethics" disclosed to CTSS staff and made available to Customers, Collaborators and Suppliers through publication on the website www.textilecomo.com, in the Transparent company section. All subjects, internal or external to CTSS, who maintain relationships with it and participate in corporate life, are called and required to adopt standards of conduct that are consistent and compatible with the principles set out in the CTSS "Code of Ethics" and "Model 231".



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The Laboratory Secretary and the Customer Service are available to request quotes, technical information or related to the forwarding and progress of the tests:

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These Conditions are valid from the date of issue and until the next update.