

**EGE UNIVERSITY TEXTILE and APPAREL
RESEARCH-APPLICATION CENTER TESTING
(PHYSICAL, CHEMICAL, LAUNDRY) LABORATORY**

TEST REQUEST FORM

The form below is going to be filled up by the company which has requested the test.

Company/Organization/ Person	Name and Address:
	Telephone/ Fax:
	Mail Address:
	Contact Person/Signature/Stamp:
	I have read and accepted the contract terms on the second page []
Sample description	
Tests/Analysis Method / Standard requested	
Report Request	Request of Opinion/Comment: Yes [] No []
	<small>*If an opinion/comment is requested, an additional fee ofTL will be paid.</small>
	Request of The Decision Rule: Yes []* No []
	<small>*If the decision rule (appropriate/not applicable) is applied, the measurement uncertainty; include [] exclude []</small>
	Request of the Measurement Uncertainty: Yes [] No []
	Reporting language: Turkish [] English []
	Report delivery procedure: By hand [] Mail [] Shipping [] Fax []
Shipping Address:	
Receipt information	⁽¹⁾ Company/Organization/ Person name and address
	<small>(1) Name-surname of the person or the title of company/institution and address of to be invoiced must be specified.</small>
	Tax office / Number or ID number (if person):
	Telephone/ Fax:
	Mail Address:
Receipt delivery procedure: By hand [] Mail [] Shipping [] APS []	

To be filled by Ege University Textile And Apparel Research-Application Center
Registration Number / Date:

CONTRACT TERMS

1. Test Request Form is filled by the customer. The responsibility of the information given by the customer belongs to him. When a new report is requested as a result of incomplete or incorrect information, the fee for the newly prepared report is additionally charged. The stamped and signed Test Request Forms are recorded and the fee is conveyed to the customer with the "Customer Price Offer Form". After the fee is paid and the receipt is sent to our laboratory, testing begins. This offer is valid for 1 month. After the test fee is paid, the transaction cannot be canceled.
2. Sampling process and definition of sample is done by the customer. The responsibility of whether the sample is taken in accordance with the test conditions, transportation, packaging and preservation during the period until its acceptance in the laboratory belongs to the customer.
3. The technical documents of the sample must be sent by the customer together with the sample.
4. The request of the customer should given the standard method for the test. If not, tests are carried out using the standard/method agreed with the customer.
5. Any discrepancy between the request or offer and the contract is tried to be resolved before laboratory activities begin. In the case of contract amendments made after the laboratory activity has started, the contract is reviewed and the amendments made are notified in writing to all personnel affected by this situation.
6. Where the test method precludes rigorous evaluation of measurement uncertainty, an estimation is made based on an understanding of the theoretical principles or practical experience of the performance of the method. For a particular method where the measurement uncertainty of the results has been established and verified, there is no need to evaluate measurement uncertainty for each result if it can demonstrate that the identified critical influencing factors are under control
7. If the customer requests a statement of conformity to a specification or standard for the test (such as suitable/not suitable, passed/failed, within tolerance/out of tolerance), it is checked whether the decision rule is explained in the specification or standard. If the decision rule is explained, the decision rule in the standard or specification is applied. If the decision rule is not explained, the decision rule is determined by reaching an agreement with the customer in line with the recommendations of the laboratory responsible and recorded in the Test Request Form. Before starting the test, the decision rule determined in agreement with the customer is written on the test report and conformity assessment is made.
8. In case of the customer or his representative wishes to witness the experiment, the experiment can be conducted under the supervision of the customer by filling out the "Customer and Visitor Privacy Statement Form".
9. Test samples are stored for 3 months and destroyed after 3 months. Since the samples of the tests with the report publication date older than 3 months are destroyed, the test cannot be repeated.
10. All information obtained or created during the performance of laboratory activities is considered confidential information. In the disclosure of confidential information, the explanations given in TS EN ISO 17025:2017, Article 4.2 are followed. Except for legal provisions, only TEKAUM Center management can disclose confidential information.
11. Test reports and results are sent to the customer specified in the "Company requesting the test" section of the test request form without obtaining approval.
12. Accredited tests in Test reports and Test Price List Form are indicated with a "*" sign. Subcontracting services are not used in laboratory accredited testing services.
13. For samples that cannot be processed due to lack of information in the test request form, missing samples, etc., the arrival date is accepted as the date when the deficiency is completed. In such cases, samples are kept in the sample acceptance unit for a maximum of 1 week. During this storage period, the statement "Awaiting sample/information" is written on the samples. At the end of the one-week period, if the deficiency is not completed or the sample is not taken back despite the demand, the sample is destroyed.
14. The customer can take back the remaining samples after the test within 3 months by signing the "Test Sample Retrieved Form".
15. Normal service time is 3 days, expedited service time is 1 day. However, if the required tests (eg, light fastness) take a long time or the laboratory has a high workload, the normal service time may be longer. In case of prolongation of the period, verbal information is given to the customer. When the analysis results are requested to be delivered with a fast service, 50% is added to the analysis fees.
16. If there is no different contract between the parties, the fees in the current "Test Price List Form" are accepted as valid. The current price list is available at <http://tekaum.ege.edu.tr>. Prices in the Price List do not include VAT. Our laboratory has the right to revise the Price List. The report preparation fee covers the report to be prepared in only one language. A 30% price difference is charged for reports prepared in a second language. When the report is requested to be evaluated using special statistical methods, 10% price difference is charged.
17. Due to any nonconforming in case of present a deviation/non-compliance, customers are given verbal information on the same day to explain the situation.
18. If there is a incomplete or incorrect information in any test report given by our laboratory, it is corrected and the corrected report is delivered to the customer.