



VERITAS SYSTEM QUALITY CERTIFICATES ISSUING LLC

MANAGEMENT SYSTEM CERTIFICATION AGREEMENT

Veritas System Quality Certificates Issuing LLC (VSQC) is an independent Certification Body for providing management system certification services.

Compliance with conditions of certification agreement by the Client shall be mandatory upon the issuance of the certification document to the Client. Veritas System Quality Certificates Issuing LLC reserves the right to make any changes in conditions of certification with or without prior notice. The Client shall retain the copy of this agreement during the time of entering into a contract with Veritas System Quality Certificates Issuing LLC.

The Client organization upon agreeing to the certification proposal shall be deemed to be entering into an agreement on certification services of Veritas System Quality Certificates Issuing LLC. Having said this, The Client and Veritas System Quality Certificates Issuing LLC understand and agree hereinafter provisions:

DEFINITIONS

- **Veritas System Quality Certificates Issuing LLC:** is an independent third-party certification body providing Management System certification services.
- **Client:** An applicant organization applying to Veritas System Quality Certificates Issuing LLC by providing Client information for certification and subsequent signing of the certification agreement for Management System Certification services.
- **Accreditation Body (AB):** Accreditation Body by which Veritas System Quality Certificates Issuing LLC is accredited for specific management system schemes.
- **Certificate of Registration:** Document issued to the Client after the satisfactory assessment of client's Management System meeting the requirement of the contractual standard.

Certificate of registration issued to a Client is a demonstration of their capability to develop and effectively implement a management system meeting the contractual requirements for the scope specified. Certificate of registration specific to each Client and is not transferable. It shall be noted that, **A Certificate of Registration by Veritas System Quality Certificates Issuing LLC is not a product certification.**

1. CONFIDENTIALITY AND IMPARTIALITY

Both parties are bound by the agreement to keep confidentiality towards third parties. The obligation of confidentiality remains valid for both parties, also after this agreement is finished. Information shall not be disclosed to any third party without the written consent of both parties. Where the certification body is required by law to release confidential information to a third party, the Client or individual concerned shall, unless regulated by law, be notified in advance of the information provided. Veritas System Quality Certificates Issuing LLC shall not disclose the details of its Client accredited under one accreditation, to any other accreditation without the written consent of the Client. Veritas System Quality Certificates Issuing LLC maintains impartiality in all phases of certification service delivery process and is ensured through a committee to safeguard impartiality. Information about the Client from sources other than the Client (e.g., complainant, regulators) shall be treated as confidential, consistent with Veritas System Quality Certificates Issuing LLC's policy.

2. CERTIFICATION AGREEMENT

This Certification agreement or proposal is a legally enforceable agreement binding on both Veritas System Quality Certificates Issuing LLC and the Client. The subject matter of the agreement between the two parties applies to the provision of conditions for granting the certification, which confirms that the management system of the Client conforms to the specified standard and other normative documents of the system. The Client is aware of the fact that the system certification is performed on the basis of a dynamic system audit at the given moment. The Client and Veritas System Quality Certificates Issuing LLC are bound to assure that the relevant provisions of this agreement are met during initial certification and during maintenance of the system. Veritas System Quality Certificates Issuing LLC will perform the certification services according to the application of the client, and against payment of fees as stated in the proposal by Veritas System Quality Certificates Issuing LLC and accepted by the Client. The certification agreement or proposal shall mention the address, scope of the certificate, scheme & if any branches or site locations and the client shall declare those branches or site details and agreed by themselves for the legally enforceable agreement or proposal.

Veritas System Quality Certificates Issuing LLC is located in Dubai, UAE and which is critical office and responsibility of authority or responsibility for signing the agreement by the Director of VSQC for the issuance of the certification and all other types of decision purposes. Which includes the decisions of relating to certification, including the granting, refusing, maintaining of certification, expanding or reducing the scope of certification, renewing, suspending or restoring following suspension, or withdrawing of certification.

3. CERTIFICATION REQUIREMENTS

Client organization shall:

1. Identify a responsible function and assign responsibility and authority for effective implementation of management systems and for liaising with Veritas System Quality Certificates Issuing LLC and maintain a documented system in accordance with the applicable contractual standard and in compliance to applicable legal requirements and demonstrate effective implementation during certification audit.
2. Conduct a minimum of one internal audit and one management review covering the specific system prior to initial certification audit.
3. Provided access to all processes, production areas, personnel, applicable documents, records, organization structure, policy, and procedures for the Veritas System Quality Certificates Issuing LLC's audit team and provide facilities needed by them.
4. Agree that Accreditation body audit observers shall observe and witness the auditing process of Veritas System Quality Certificates Issuing LLC, as per the accreditation requirements.
5. Agree with Veritas System Quality Certificates Issuing LLC for any arrangement that any time during the certification cycle Accreditation Body assessors can visit the Client premises to verify certain certification requirements. In this case Veritas System Quality Certificates Issuing LLC representative(s) may accompany the Accreditation Body assessors.
6. Arrange guides to audit team with responsibilities to take the auditors to different functions, introduce the auditors to the auditee and resolve any communication issues during the audit. Guides will not participate in the audit.
7. Ensure that consultants involved in the development of their management system do not participate in the audit.
8. Upon grant of certification, conforms to the requirements of Veritas System Quality Certificates Issuing LLC when referring to its certification status in communication media such as the internet, brochures or advertising, or other documents;
9. Ensure that it does not make or permit any misleading statement regarding its certification that is granted;
10. Ensure that it does not use or permit the use of a certification document or any part thereof in a misleading manner.
11. The client having business is located in _____ for the provision of desired management system(s) and the scope of activities _____ audited by VSQC (CAB) on the reference proposal number _____
12. If client's has been multisite locations, or branches or sites address here _____

Multisite certification

13. Certification of multi-site Clients shall be done as per the requirements of IAF Mandatory Document IAF MD1.
14. All sites shall have a legal or contractual link with the identified central office of the organization.
15. All sites shall be implementing a common management system, which is laid down, established, and subject to continuous surveillance and an internal audit by the identified central office.
16. The audit process will not be completed or delayed if any of the provisions for multi-site certifications are not met.
17. In the case of non-conformities are identified at central authority or any of audited sites during certification process or during an internal audit, the requirement of the Client organization to review the non-conformities for their impact on overall system deficiencies as applicable to other sites.
18. If the non-conformities identified are analyzed as detailed above, corrective action should be performed and verified at identified central authority and individual affected sites. If the analysis is not done to evaluate the impact on overall system deficiencies as applicable to other sites, the justification for limiting the follow-up corrective action shall be informed to VSQC.
19. Understand that VSQC will not issue a Certificate of registration in case of non-conformance issued at any site unless resolved as per the VSQC certification and specific MS standard(s) and or Accreditation requirements.
20. Cooperate with VSQC to increase the frequency of samples or increase the sample size to re-establish satisfactory controls by VSQC and at additional cost.
21. Inform VSQC of the closure of any branches covered by the scope of certification. Failure of the Client to communicate such information to VSQC shall be considered as misuse of certification.
22. Management process like Internal Audit, Management Review, and data analysis shall cover all the sites which are identified for multi-site Certification.
23. If multiple sites of a client, then client ensure and agree the legally enforceable agreement or proposal between the VSQC certification body to granting the certification and the client that covers all the sites within the scope of the certification.
24. An agreement or proposal can be achieved through multiple agreements that reference or otherwise link to one another.

4. GRANTING CERTIFICATION

- a) Based on the audit report, the nonconformities and the corrective action plans proposed by the client, Veritas System Quality Certificates Issuing LLC will decide independently about granting, postponing or the rejection of the certification. This decision is made in writing to the Client.
- b) If the certification is granted, the certificate is issued in English language and for the scope of activities according to the application and is sent to the Client and recorded into the Veritas System Quality Certificates Issuing LLC list of certificated organisations & details will be updated on Veritas System Quality Certificates Issuing LLC's web page.



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- c) Certification is valid only for the certificated organisation, i.e., for the system recorded in the certificate applicable for the products / services recorded in the certificate. Any transfer of the certification and the certificate is explicitly forbidden.
- d) The Certification is valid for 3 years, subject to surveillance audits being performed as per schedule (see below) and the certification not being suspended or withdrawn by Veritas System Quality Certificates Issuing LLC. Therefore, certificates are issued normally with 1-year validity.
- e) The surveillance audit represents a visit of an auditor, nominated by Veritas System Quality Certificates Issuing LLC to ensure the maintaining of the system level. Surveillance audits will be performed at least once in 12 months. However, this frequency may be increased if imposed by any official regulation or recommended of the auditor.
- f) Veritas System Quality Certificates Issuing LLC can perform follow-up audits out of the regular cycle, if the system amendment is considered by Veritas System Quality Certificates Issuing LLC to be the principal or if the scope of the application is changed.

Veritas System Quality Certificates Issuing LLC can decide independently to postpone its decision on certification while the required corrective actions are implemented by the organisation. After these actions are executed, the auditor will perform a new audit. Based on this, Veritas System Quality Certificates Issuing LLC will decide independently about granting the certification. The extent of this new audit depends on the extent of the nonconformities and relevant corrective actions.

5. REJECTION OF CERTIFICATION

In case the certification is rejected, the validity of this agreement automatically ends 30 days after the rejection is announced to the client if the Client does not submit an appeal. The costs will be charged by Veritas System Quality Certificates Issuing LLC to the Client in accordance with the beforehand agreed prices regardless to any appeal.

6. RENEWING CERTIFICATION

The certification must be renewed before its expiry. Renewal of the certification requires a total audit. This agreement is the order for certification renewal. Also, a new Veritas System Quality Certificates Issuing LLC proposal offer must be agreed by the Client.

7. RESTRICTING, SUSPENDING, WITHDRAWING AND EXPIRY OF CERTIFICATION

Provisions 7.1 to 7.3 are valid for the entire scope of certification or for its part.

7.1 RESTRICTING CERTIFICATION

Restricting certification is a temporary arrangement, not exceeding a three months period and will be applied if the critical nonconformities of the system are identified (e.g., during surveillance audits), or if the certified organisation does not submit adequate corrective actions for identified nonconformities in time. Restricting will be announced to the Client and organisation in writing and becomes valid 30 days after it is announced to the Client, except if the Client appeals within time, according to the procedure given in clause 8.

7.2 SUSPENDING / WITHDRAWING CERTIFICATION

a) SUSPENDING A CERTIFICATION

- i. Veritas System Quality Certificates Issuing LLC is authorised to suspend the certification in case of detecting (e.g., during the regular, follow-up, or surveillance audit) that the system is not in conformity with the standard or in case the obligations of this agreement including financial obligations are not kept to by the Client / organisation. Suspension can come with or without previously restricting the certification. Suspension will be announced to the Client and the organisation in writing. Also, suspension can be done in case surveillance audit is not conducted within 12 months of last audit.
- ii. Any information on incidents such as a serious accident, or a serious breach of regulation necessitating the involvement of the competent regulatory authority, provided by the certified Client or directly gathered by the audit team during the special audit, shall provide grounds for Veritas System Quality Certificates Issuing LLC to decide on the actions to be taken, including a suspension or withdrawal of the certification, in cases where it can be demonstrated that the system seriously failed to meet the OH&S certification requirements.

b) WITHDRAWING CERTIFICATION

The certification will be withdrawn:

- i. when the activities subjected to the certification cease to exist e.g., suspension of the activity, bankruptcy etc. (in case of bankruptcy the certification loses its validity on the day the bankruptcy is announced);
- ii. in case the agreement is cancelled;
- iii. In case the surveillance audit is not conducted within 18 months of last audit.

The Client is prohibited from using Certificate of Registration, Veritas System Quality Certificates Issuing LLC certification mark and AB logo upon expiry or cancellation or withdrawal of the certificate by Veritas System Quality Certificates Issuing LLC. In these cases, the Client shall return the original certificate to Veritas System Quality Certificates Issuing LLC and shall refrain from using the copies, certification mark and AB logo including its promotional materials such as website, business cards, letterhead, other advertising materials, etc.

7.3 EXPIRY OF CERTIFICATION

The Certification of Registration automatically and legally loses its validity after expiry unless it is renewed.

7.4 CONSEQUENCES

In case of restricting the certification, neither the Client nor the organisation may either lay claim to the certification or refer to the certification in external contacts (e.g., offer, negotiations about a contract, publication, advertisement) during the time of restriction.

In case of suspending, withdrawing or expiry, the Client / organisation is obliged to immediately send the certificate to Veritas System Quality Certificates Issuing LLC and to stop use of the certification or any reference to it. Any misuse or misleading of this, will lead to penalties. Besides this, Veritas System Quality Certificates Issuing LLC can publicise the suspension and the withdrawal. In case of suspension, withdrawal or expiry, obligations to Veritas System Quality Certificates Issuing LLC will legally cease to be.

8. Information and Communication Technology (ICT) for Auditing/Assessment (ICT)

It is the use of technology for gathering, storing, retrieving, processing, analysing, and transmitting information. It includes software and hardware such as smartphones, handheld devices, laptop computers, desktop computers, drones, video cameras, wearable technology, artificial intelligence, and others. The use of ICT may be appropriate for auditing/assessment both locally and remotely. Examples of the use of ICT during audits/assessments may include but are not limited to:

- a) Meetings; by means of teleconference facilities, including audio, video and data sharing
- b) Audit of documents and records by means of remote access, either synchronously (in real time) or asynchronously (when applicable)
- c) Recording of information and evidence by means of still video, video or audio recordings
- d) Providing visual/audio access to remote or potentially hazardous locations

Assessing the information on Emergency Situation

Veritas System Quality Certificates Issuing LLC analyses the collected information on Client's emergency situation and if the risk of continuing certification is low, and based on the collected information (example, using a suitable questionnaire) it may consider alternative short-term methods of assessment to verify continuing system effectiveness for the organization. This may include requesting relevant documentation along with questionnaire (documents for example, management review meeting minutes, corrective action records, results of internal audits, test/inspection reports, etc.) to be reviewed off site by the Veritas System Quality Certificates Issuing LLC to determine continuing suitability of the certification (on a short-term basis only).

Veritas System Quality Certificates Issuing LLC Planned Actions for conducting audits (in case of an identified extra ordinary event or circumstance)

1. Veritas System Quality Certificates Issuing LLC suitably identify the method of conducting remote audits applying the suitable information and communication technology (ICT) (for example, use of Skype) and requirements of Accreditation and IAF MD 4.
2. Veritas System Quality Certificates Issuing LLC is to ensure the security and confidentiality of electronic or electronically transmitted information when using ICT for audit purposes.
3. Veritas System Quality Certificates Issuing LLC and the Client organization selected for ICT, mutually agree the audit in accordance with information security and data protection measures and regulations before ICT is used for audit purposes.
4. In the case of non-fulfilment of these measures or non-agreement of information security and data protection measures, Veritas System Quality Certificates Issuing LLC shall use other methods to conduct the audit and to fulfil audit objectives.



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5. Veritas System Quality Certificates Issuing LLC identifies and document the risks and opportunities that may impact audit effectiveness for each use of ICT under the same conditions, including the selection of the technologies, and how they are managed.
6. When ICT is proposed for the audit activities, the application review shall include a check that the Client and the Veritas System Quality Certificates Issuing LLC have the necessary infrastructure to support the use of the ICT proposed.
7. Upon considering the risks and opportunities identified by Veritas System Quality Certificates Issuing LLC, the audit plan shall identify how ICT will be utilized by Veritas System Quality Certificates Issuing LLC and the extent to which ICT will be used for audit purposes to optimize audit effectiveness and efficiency while maintaining the integrity of the audit process.
8. When using ICT, Veritas System Quality Certificates Issuing LLC shall ensure its auditors and other involved persons (e.g., drone pilots, technical experts) shall have the competency and ability to understand and utilize the information and communication technologies employed to achieve the desired results of audit(s). The auditors are required to be aware of the risks and opportunities of the information and communication technologies used and the impacts that they may have on the validity and objectivity of the information gathered. If ICT is used for audit purposes, it contributes to the total audit time determined using IAF MD 5 and in accordance with the specific management system for which audit is conducted, as additional planning may be necessary which may impact audit duration.
9. Veritas System Quality Certificates Issuing LLC 's audit reports and related records indicate the extent to which ICT has been used in carrying out audit and the effectiveness of ICT in achieving the audit objectives.
10. If virtual sites are included within the scope, then the Veritas System Quality Certificates Issuing LLC 's certification documentation identify the that virtual sites that are included and the activities performed at the virtual sites.

9. APPEAL AND CLAIM PROCEDURE

Veritas System Quality Certificates Issuing LLC shall constructively and quickly resolve all Appeals and complaints from the Client in accordance with Appeals and Complaints handling procedure. In case of dissatisfaction with resolving a complaint or appeal, also the rejection, restriction or suspension the certification, the Client can appeal. This appeal has to be presented within 30 days after Veritas System Quality Certificates Issuing LLC announces its decision.

Veritas System Quality Certificates Issuing LLC is bound by the agreement to examine this appeal with the necessary attention and independence and announce its decision with explanation in writing within 30 days from the date of receipt of the appeal. If Veritas System Quality Certificates Issuing LLC agrees to the appeal, it shall accept the new decision. If Veritas System Quality Certificates Issuing LLC decides to reject the appeal, it will be of the same effect as the original decision, with the notification that the procedure of another internal appeal is not possible. Each party bears its own costs connected with this procedure of an internal appeal. Any unresolved complaints for more than 90 days from the receipt of complaints will be informed to the respective accreditation bodies by Veritas System Quality Certificates Issuing LLC.

10. SPECIAL OBLIGATIONS OF THE CLIENT

a) ACCESS

The Client / organisation is bound by the agreement to perform all necessary arrangements to meet the purpose of this agreement, to permit Veritas System Quality Certificates Issuing LLC representatives access to buildings and establishments of the organisation with an accompaniment of the organisation during regular working hours, and instruct them about keeping provisions on work safety, fire safety and protection of the environment. It also guarantees the right to review all the documentation, data, records and activities considered by Veritas System Quality Certificates Issuing LLC as important, to interview its personnel and to gain their full co-operation. Any data or process which are sensitive and are covered under scope of certification and if access cannot be made a Veritas System Quality Certificates Issuing LLC liable to the Veritas System Quality Certificates Issuing LLC audit team for the conduct of audit must be disclosed well in advance.

b) OBLIGATION TO REPORT

The Client / organisation is bound by the agreement to inform Veritas System Quality Certificates Issuing LLC immediately in all cases and especially during periodical and follow-up audits, or during the renewal of certification about all planned and executed amendments of the system legal, commercial, status of ownership, organisation & management, significant events concerning health and safety and any related findings from any third parties, contact address & sites and its scope compared to the certificate, any legal obligations including complaints that require the authorities to be involved. Neglecting this obligation to inform about the forthcoming changes can lead to the suspension of the certification.

The Client / organisation report Veritas System Quality Certificates Issuing LLC, without any delay on the occurrence of any incidents such as a serious accident, or a serious breach of regulation necessitating the involvement of the competent regulatory authority.

c) LIST OF COMPLAINTS

The organisation is bound by the agreement to maintain the list of all complaints and corrective actions (internal and/or external) obtained in the certified system which shall be submitted to Veritas System Quality Certificates Issuing LLC representatives during each audit. Maintenance of the list is an imperative part of the system, and it is the condition for maintaining or renewing the certification.

d) MAINTAINING SYSTEM

The Client / organisation is bound by the agreement to do everything necessary to ensure the functionality of the system and its conformity with the standard.

e) UTILISING CERTIFICATION OF REGISTRATION, VERITAS SYSTEM QUALITY CERTIFICATES ISSUING LLC CERTIFICATION MARK & AB LOGO

The certified Client organisation can utilise its certification of registration and Veritas System Quality Certificates Issuing LLC certification mark in commercial relations and in the media (e.g., in documents, brochures, advertisements etc.) in accordance with Veritas System Quality Certificates Issuing LLC conditions for the use of certification, certification mark and AB logo. For IAF MLA mark usage, kindly refer VSQC logo mark usage procedure.

The organisation can utilise its certification only to express that the system meets the specified standards or other normative documents, still for the activities certified. The organisation can neither use its certification nor the certification mark to mark its services, products and coverings, nor any other way indicate that the product or the service are conforming or approved by Veritas System Quality Certificates Issuing LLC. The organisation must not use its certification in a way that could endanger Veritas System Quality Certificates Issuing LLC reputation and must not make statements which could be considered by Veritas System Quality Certificates Issuing LLC as misleading or unauthorised. The Client / organisation shall ensure that no certification document, mark, report or any of their parts be used in a misleading way. Any use or reference which could lead to a mistake will cause immediate suspension of the certification. In such a case, Veritas System Quality Certificates Issuing LLC will be entitled to require correction in the pertinent publication on the client's expenses without the possibility of presenting a claim to recompense possible losses.

The Client / organisation must not in any circumstance allow a third party to use the Certification and the certification mark neither free nor for a charge. Veritas System Quality Certificates Issuing LLC is entitled to claim compensation of any damage caused by incorrect use of the certification.

11. LIABILITY OF VERITAS SYSTEM QUALITY CERTIFICATES ISSUING LLC AND THE CLIENT

The liability of Veritas System Quality Certificates Issuing LLC shall be limited to the commercial terms referred to in the proposal under any circumstances and is liable to carry out the audit and issue certification only to the applied scope of services/ activity of the Client The Client hereby agrees that without any limitation, to indemnify, hold harmless and defend Veritas System Quality Certificates Issuing LLC from any and all liability of any and all kinds and types, including claims, demands, or causes of action, including attorney fees, made or brought by any entity, person, firm or corporation arising out of or incidental to the certification services to be provided about this agreement by reason of injury to any entity, person or damage to any property regardless of whether such injury or loss, cost, damage or expenses is occasioned in whole or partly by any negligent or omission on the part of Veritas System Quality Certificates Issuing LLC , its subcontractors or employees and regardless of where any such loss or any action may occur.

The Client is liable to the legal consequences including financial compensation for the services lost for Veritas System Quality Certificates Issuing LLC resulted from the Client activities that utilize the services of Veritas System Quality Certificates Issuing LLC personnel without the prior permission from Veritas System Quality Certificates Issuing LLC management.

12. VALIDITY AND VOIDING OF THE AGREEMENT

This agreement was concluded for an unlimited period. Both parties are entitled to terminate this agreement unilaterally with a 6-months' notice period upon written notice communicated to the other party by a recommended letter. Veritas System Quality Certificates Issuing LLC is entitled to give notice of this agreement at any time with or without out the notice period. If the Client / organisation does not comply with this agreement, including financial obligations. Veritas System Quality Certificates Issuing LLC is entitled to present a claim for compensation of losses resulting from it. Notice of this agreement has the same results as withdrawal of the certification according to clauses as stated in 7.



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13. RESPONSIBILITY AND LEGAL CLAIM

This agreement is an agreement on certification services by Veritas System Quality Certificates Issuing LLC and does not include resultant consequences of performing Veritas System Quality Certificates Issuing LLC 's certification services. Veritas System Quality Certificates Issuing LLC shall be responsible only for the direct losses caused to the organisation resulting from material negligence or a serious mistake by Veritas System Quality Certificates Issuing LLC, its bodies, appointed persons, subordinates, representatives or suppliers. This responsibility is limited to the commercial value as stated in Veritas System Quality Certificates Issuing LLC certification proposal that is signed and accepted by the Client or its nominated representative. All claims to compensation lose their validity forty-five days after the event that the claim is based on.

14. PROHIBITIONS

The Client is bound by the agreement not to recruit Veritas System Quality Certificates Issuing LLC personnel and representatives or use their services in implementation, maintenance of the management system or for the conduct of internal audit or management reviews of the management system for which the Client has submitted application to Veritas System Quality Certificates Issuing LLC. To prevent misunderstanding, the Client / organisation has to disclose the use of consultants while submitting application initially and also thereafter during the certification cycle.

The Client is prohibited to allow the participation of any personnel other than its personnel, subcontracted employees during the conduct of audit unless asked by Veritas System Quality Certificates Issuing LLC audit team or without prior notice to Veritas System Quality Certificates Issuing LLC audit team. The Client is prohibited to take photo or video record the audit proceedings or share any information; or share any certification or training documents given by Veritas System Quality Certificates Issuing LLC in any form unless it is allowed by Veritas System Quality Certificates Issuing LLC.

The Client is prohibited to seek any professional advice on the management system certification on any social media including any forums in a way discriminating Veritas System Quality Certificates Issuing LLC, its personnel or its associates or certification partners.

Breach of this agreement gives Veritas System Quality Certificates Issuing LLC the reason to terminate this agreement immediately, and legally entitles Veritas System Quality Certificates Issuing LLC to claim financial compensation for the loss of its brand and social reputation and for the losses of services for the amount as determined by the Veritas System Quality Certificates Issuing LLC management, but not less than 50 fifty times of the certification value for the entire 03 year cycle of certification as agreed by the Client in the certification proposal / contract.

15. REFUND AND CANCELLATIONS

Any request for cancellation of any services (services including certification, training etc.) offered by Veritas System Quality Certificates Issuing LLC will be allowed only if the cancellation requests are made in email by the authorized representative of the applicant organization within 05 working days from the date of signing the proposal / contract. A refund by Veritas System Quality Certificates Issuing LLC can be processed only if the cancellation request is made within the above specified time and any refund shall be made only after deducting the administrative and other costs of Veritas System Quality Certificates Issuing LLC. All such justified refund requests will be processed in 30 days after deducting the administrative costs involved in processing the application/file.

16. APPLIED LAW

This Agreement shall be governed by, construed and enforced in accordance with the Governing laws and subject to the Courts of Dubai, UAE (Veritas System Quality Certificates Issuing LLC 's accredited location).

By agreeing to the certification proposal of Veritas System Quality Certificates Issuing LLC or its certification partner by the client, both the Client and the Parties involved proclaim that they have read this Agreement, have understood its contents and they have signed the certification proposal by their own signatures.

-End of Certification Terms and conditions-