

TEST/ANALYSIS REQUEST FORM

Bursa Technical University Mimar Sinan Mahallesi, Eflak Caddesi No:177 16310 Yıldırım / BURSA / TÜRKİYE
Phone: +90 224 300 37 35, email : merlab@btu.edu.tr , Web: merlab.btu.edu.tr

Document number	First Publication Date	Rev.Date -No	Page
BTÜ-MERLAB-F-02eng	21.12.2023		1/ 5

Customer Information	Requesting Company / Institution / Person	
	Company Officials	
	E-mail address	
	Telephone	
Invoice Information	Address	
	Tax Office / Number	
	Other information	

Service Speed (see Article 4.5)	<input type="radio"/> Normal	<input type="radio"/> Fast Delivery (50% price difference applies)
Invoice Type (see Article 4.2)	<input type="radio"/> Before Payment (Open Invoice)	<input type="radio"/> After Payment (Closed Invoice)
Declaration of Conformity (see Article 4.8)	<input type="radio"/> Not Requested	<input type="radio"/> Requested (limits must be shared by the customer)
Apply Decision Rule (see Article 4.8)	<input type="radio"/> No	<input type="radio"/> Yes
Result Delivery Method	Raw Data Submission	Report
Sample Return (see Article 2.5)	No	Yes (Shipping fee belongs to the customer)

We request that the requested service(s) for the sample(s) specified in the Test/Analysis Request Form be provided by accepting the terms of the "EXPERIMENT SERVICE AGREEMENT" specified in the attachment.

Name Surname	Date	Signature	Stamp

Prepared by:
Deputy Quality Manager

Controlled by:
Quality Manager

Approved by:
Manager

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BTÜ-MERLAB-F-02eng	21.12.2023		2/ 5

Sample Codes *	Test/Analysis Name	Test/Analysis Method	Test/Analysis Conditions

Sample codes **must be the same** as the code on the sample/package. BTU-CRLAB is not responsible for incorrectly or incompletely declared sample codes.

* In cases where the sample codes are written in handwriting on the Test/Analysis Request form, a legibly, digital version must be sent via e-mail to merlab@btu.edu.tr.

Additional Explanations and Requests About the Sample*

* In this section, please provide information about the precautions to be taken in terms of **Occupational Health and Safety** regarding the sample or its analysis and also the storage and handling conditions (see Articles 2.6 and 2.7).

~ This part It will be filled by BTU-CRLAB ~

Sample Arrival Method	<input type="radio"/> Cargo	<input type="radio"/> Delivery by hand	Sample Arrival Date	
Discount Statement (If any)	CRLAB Test Cost (₺)		Total Price (₺)	
Work Order Number	Application Date		Approval	

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Document number	First Publication Date	Rev.Date -No	Page
BTÜ-MERLAB-F-02eng	21.12.2023		3/ 5

TEST/ANALYSIS SERVICE CONTRACT

This contract was signed between Bursa Technical University Central Research Laboratory (BTU-CRLAB) and the company/person applying for analysis and is called "Service Contract". All individuals and organizations requesting service from BTU-CRLAB are named "CUSTOMER" and our Laboratory is named " BTU-CRLAB".

1. Subject

This document contains the administrative, financial and legal conditions agreed between BTU-CRLAB and the customer for the above-mentioned Test/Analysis service procurement.

2. Customer's Responsibilities

- 2.1. The customer must apply by filling out the Test/Analysis Request Form on the "merlab.btu.edu.tr" page.
- 2.2. The Test/Analysis Request Form must be filled out legibly and completely. The form must be stamped and signed by the authorized person.
- 2.3. For Test/Analysis requests that are not included in the Test/Analysis List, the Customer Relations Representative should be contacted.
- 2.4. BTU-CRLAB does not carry out sampling. Errors arising from sampling and the responsibility for representing the entire sample belong to the customer.
- 2.5. Samples must be delivered to BTU-CRLAB by cargo or by hand. Shipping costs related to sample sending and returning belong to the requesting customer.
- 2.6. The time until sample acceptance is the responsibility of the customer. Samples must be delivered to BTU-CRLAB in sufficient quantity and under appropriate conditions, as defined in the relevant standard specific to the requested Test/Analysis, with explanatory information about the sample (name of the sample, code, etc.). If the sample acceptance criteria are not met and analysis is requested as such, the "Waiver Declaration Form" on BTU-CRLAB's website must be filled out. The subject for which the Waiver Declaration is received is stated in the Test/Analysis report.
- 2.7. The customer must provide accurate information and statements about the conditions of the sample that may have a negative impact on occupational health and safety, such as flammable, combustible, explosive, toxic, radioactive, biological. This type of samples will be accepted after the risk assessment to be made by BTU-CRLAB. The customer accepts that legal proceedings will be initiated in cases where correct information is not specified but is detected.
- 2.8. It is the customer's responsibility to ensure the adequacy and accuracy of the information provided by the customer (It must not contain misleading information.). BTU-CRLAB is not responsible for any dispute that may arise.
- 2.9. Analysis results refer only to the sample delivered to the laboratory.
- 2.10. Reports cannot be reproduced or published in whole or in part for commercial or advertising purposes without the written permission of BTU-CRLAB.
- 2.11. The analysis result report does not constitute approval of a product and does not constitute a quality certificate for the product. It cannot be used for commercial or advertising purposes. No changes can be made to the report. BTU-CRLAB does not accept any legal liability in these cases.
- 2.12. If separate reports are required for more than one sample or different test results on the same sample, this must be stated during the application. Additional fees are charged for report division and duplication.
- 2.13. If requested, the samples can be conditioned in the air-conditioning cabin. Additional fees apply for conditioning.
- 2.14. The customer can participate in the Test/Analysis for which he has applied as an observer. For this request, the "*Visitor Privacy Declaration Form*" on BTU-CRLAB's website must be filled in and submitted to the Customer Relations

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Document number	First Publication Date	Rev.Date -No	Page
BTÜ-MERLAB-F-02eng	21.12.2023		4/ 5

Representative.

- 2.15. If the test results are used in a scientific publication, it must be stated in the publication that the place where these experiments were carried out is BTU-CRLAB.
- 2.16. If the customer cannot attend the appointment experiments for any reason, he must notify at least one day in advance. Otherwise, Customer undertakes to pay the test fee.
- 2.17. If the customer requests withdrawal for samples for which the Test/Analysis process has been initiated, except for a force majeure reason, Customer is obliged to pay the service fee included in the contract.
- 2.18. The objection period for Test/Analysis results is 15 business days from the report delivery. In case of objection and if it is determined that the error is not caused by BTU-CRLAB, the cost of the work to be carried out must be paid by the customer.

3. BTU-CRLAB Responsibilities

- 3.1. Explanatory information should be given to the customer about which test method can meet the customer's needs for the Test/Analysis to be applied, the fee to be requested for Test/Analysis, the payment method and the report delivery time.
- 3.2. In case of a disruption in service due to force majeure, the customer is informed and an agreement is reached on the service process. Otherwise, the contract will be mutually terminated.
- 3.3. The invoice is delivered to the customer as requested.
- 3.4. The customer is informed before the customer's information is made public. If the legal authority wants to access customer information without the customer's knowledge, the laboratory can share it with the legal authority without notifying the customer. In other cases, no information or documents are given to third parties.
- 3.5. BTU-CRLAB is responsible for meeting the customer's analysis service requests within its own means and within the framework of the confidentiality policy.
- 3.6. Unless otherwise stated, the requested analysis services are provided by BTU-CRLAB in accordance with the standards accepted by national or international organizations or standard guidance documents. For analysis requests to be met according to non-standard methods; An agreement is reached with the customer and this situation is stated in the Analysis Report.

4. General Provisions

- 4.1. All correspondence and attachments between BTU-CRLAB and the customer, from the service application to the conclusion of the analysis, are considered a part of this contract.
- 4.2. The service fee is collected in advance along with the Test/Analysis request within the scope of a closed invoice, or if an open invoice is issued in line with the customer's request, the service fee is deposited to the account of Bursa Technical University Revolving Fund Accounting Office specified at the end of the contract within 15 calendar days from the invoice date, specifying the subject of the service .
- 4.3. The job entry process is initiated following the submission of the Test/Analysis Request Form and samples between 08.00 and 17.00 on weekdays, excluding public holidays.
- 4.4. Fee information is determined excluding 20% Value Added Tax (VAT).
- 4.5. Urgent services are carried out by working outside working hours and on holidays, or by taking precedence over existing services (where possible). For this, a 50% wage increase is requested.
- 4.6. Accredited analyzes are priced differently and this is indicated in the price list
- 4.7. After the testing/analysis process is completed, samples that can be stored are kept for six months. At the end of this period, it is disposed of in accordance with the "*Identification , Transport and Storage Instruction of Hazardous Wastes*".

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Document number	First Publication Date	Rev.Date -No	Page
BTÜ-MERLAB-F-02eng	21.12.2023		5/ 5

- 4.8.** When a conformity assessment is made regarding the Test/Analysis results in line with the customer's request; If measurement uncertainty affects compliance with the limit value; If available, the decision rule specified in the legislation, specification or standard is used. If there is no decision rule specified in the legislation, specification or standard, it is applied with a simple decision rule. The decision rule regarding the declaration of conformity and the specification or standard or legal regulation according to which the declaration of conformity was made and which analyzes were subjected to this conformity evaluation are stated in the analysis report.
- 4.9.** If one of the parties does not fulfill any of its obligations specified in this agreement, the other party will notify this situation in writing through official channels and request that the situation be corrected within 15 business days. If the situation is not corrected within this period, the relevant party will have the right to terminate the contract.
- 4.10.** Termination of the contract is provided without any legal obligation if the parties mutually notify and agree.
- 4.11.** From this agreement authorized in legal disputes that may arise The authority is Bursa Courts.
- 4.12.** Excluding any changes that may occur in service fees, the contract is valid for 1 year from the date of mutual signature.

Sample Shipping Address	Bank Account Information
Address: Bursa Technical University Central Research Laboratory, E Blok -1 Kat B47 Nolu Oda, Mimar Sinan Mahallesi Eflak Caddesi No:117, 16310 Yıldırım / BURSA / TÜRKİYE Phone: +90 224 300 37 35 e -mail: merlab@btu.edu.tr	Bursa Teknik Universitesi Doner Sermaye Isletme Mudurlugu Account: TC Ziraat Bank Bursa Branch IBAN Number: TR690001000060591349675001 Branch Code: 0060 Account Number: 59134967-5001 <i>Note: The phrase "BTU- CRLAB" must be written on the Bank receipt.</i>

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