



GENERAL TERMS AND CONDITIONS

We promise to:

1. do our utmost to maintain the group certificate that you choose to join;
2. inform you about the regulations concerning the group certificate that you choose to join;
3. not increase the prizes for your certification during the periode of our agreement. Exceptions are changes in requirements, rising fuel prices, or causes which were not reasonably foreseeable;
4. make our best effort to keep all the systems online that allow you to access your certification administration;
5. keep all information that relates to your business confidential;
6. comply with all applicable regulations and law.

You promise to:

1. pay our invoices within the given timeframe;
2. cooperate with internal and external audits;
3. give us access to relevant information necessary for the certification;
4. not end our agreement before the end-date of the contract. An earlier ending of the contract will result in an extra cost of maximum one yearly contribution;
5. not hold us liable in case of damage resulting from the non-accessibility of online systems;
6. keep all information (documents, login credentials, online application data) provided by DuraCert for yourself, and not share this with third parties. DuraCert will remain owner of the data;
7. comply with all applicable regulations and law.