



# TEST, ANALYSIS and INSPECTION REQUEST FORM

(BMM-LAB-F-09/Rev.14/30.10.2023)

<b>Customer Information</b>	<b>Requesting Company</b>				
	<b>Test Tracking Officer</b>	<b>E-Mail</b>			
		<b>Phone Number</b>			
	<b>Tax Administration Office</b>	<b>Tax Ad. Number</b>			
	<b>Invoice Contact Person</b>	<b>E-Mail</b>			
		<b>Phone Number</b>			
<b>Adress</b>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>				
<b>Request Type</b>	<input type="checkbox"/> <b>Test/Analysis</b> <input type="checkbox"/> <b>Inspection</b> <input type="checkbox"/> <b>Other</b>				
<b>Method/ Standard/ Requested Work</b>					
<b>Sample Information</b> Company Code, BUTEKOM Description (color, quantity description, production type, etc.)	It is not mandatory to fill in this information.				
	<b>Sampler</b>				
	<b>Place of Sampling</b>				
	<b>Sampling Date</b>				
	<b>Sampling Time</b>				
	<b>Sampling Type</b>				
	<b>Protection Condition</b>				
<b>Production Date</b>					
<b>Do you want the remaining sample after Test/Analysis?</b>	<input type="checkbox"/> YES <input type="checkbox"/> NO	<b>Declaration of conformity</b>	<b>Choose from the List.</b>		
	<i>(Retesting is not possible in case of RETURN.)</i>				
<b>Report Language / Additional Request</b>	Turkish English	<b>Simple Acceptance</b>	<b>Decision Rule*</b>		
<b>Report Delivery Method</b>	by Cargo <sup>1</sup>	Hand-delivery <sup>2</sup>	E-mail	<b>Decision Rule Agreed with the Customer After Evaluation</b>	
<b>Invoice Delivery Method</b>	by Cargo <sup>1</sup>	Hand-delivery <sup>2</sup>	Other <sup>3</sup>		

<sup>1</sup>Please specify the Cargo/Carrier Company of your preference, or one that you have an agreement with.

<sup>2</sup>After notification, your samples and test report that have not been received will be delivered to you by cargo within three (3) business days.

<sup>3</sup>When the Other option is selected in the decision rule to be applied, specify the requested decision rule in the box next to it.

**Are there any precautions to be taken in terms of Occupational Health and Safety regarding the sample or its analysis?**

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**If yes,  
Please  
Explain**

<b>TO BE FIL LE D BY BU TE KO M</b>	<b>Sample Arrival Method</b>	<input type="checkbox"/> Hand-delivery	<input type="checkbox"/> by Cargo	<input type="checkbox"/> Other
	<b>Sample Suitability</b> <i>(Amount, Arrival method, etc.)</i>	<input type="checkbox"/> Acceptable	<input type="checkbox"/> Conditional acceptance	<b>Sample Delivery Received Date</b>
	<b>Feasibility of Work</b>		<b>Approval</b>	<b>Job Entry Number</b>
	<b>EXPLANATION</b>			
				..... /..... /.....
				<b>Job Entry Date</b>
				..... /..... /.....

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## BUTEKOM SERVICE AGREEMENT TERMS

### 1. GENERAL

- 1.1. This document contains the administrative, financial and legal conditions agreed between BUTEKOM and the customer.
- 1.2. All correspondence and attachments between BUTEKOM and the customer during the period from the service application to its conclusion are considered a part of this specification.
- 1.3. The service fee is collected in advance along with the test/analysis and inspection request, or after the invoice is delivered to the customer, the customer deposits the service fee to the BUTEKOM bank account. The job entry process is initiated following the submission of the Test, Analysis and Inspection Request Form and samples to BUTEKOM Laboratories Sample Acceptance Office between 09.00 and 17.00 on weekdays. Requests received after 17.00 will be processed on the next business day.
- 1.4. BUTEKOM Laboratories on BUTEKOM website **List of Test/Analysis and Inspection Services**  
The fee information in (BMM-LAB-F-19) is given excluding 20% VAT, unless otherwise stated.
- 1.5. A 50% wage increase is applied for urgent services and for jobs that are given priority during working hours.
- 1.6. The results included in the test/analysis or inspection report refer only to the sample tested/examined and cannot be interpreted or used in a way that exceeds the intended purpose.
- 1.7. Radioactive sample analyzes are not performed at BUTEKOM. When a sample containing radioactive material is detected, the Turkish Atomic Energy Agency (TAEK) is informed and action is taken in line with TAEK's recommendations.
- 1.8. If requested, the sample is returned to the customer together with the Test/Analysis result report.
- 1.9. In case of a conformity assessment upon customer request; The Double Declaration Method for the ILAC G8 Simple Acceptance Decision Rule is used. Conformity assessment is made according to the relevant limit values. For the decision, the expanded uncertainty within the 95% confidence interval is taken into account and a guard band of equal length to zero ( $w = 0$ ) is used. The specific risk of the decision is up to 50% (<50% PFA and PFR). The customer must specify the document (specification, standard, specification, etc.) containing the limit values for the declaration of conformity. If the report contains multiple parameters (and/or measured quantities), each parameter is evaluated independently. If the measurement uncertainty is given in the report, the expanded measurement uncertainty is given in the 95% confidence interval ( $k = 2$ ). See: **(Decision Rule Application Instruction)**

### 2. CUSTOMER'S RESPONSIBILITIES

- 2.1. After determining the test/analysis or inspection service he wants to receive from the BUTEKOM Laboratories Test/Analysis and Inspection Services List, the customer applies to the Sample Acceptance Office by filling out the Test, Analysis and Inspection Request Form. If the customer applies with his own letterhead, he is deemed to have accepted the terms of service stated here.
- 2.2. If the standard/method for Test/Analysis cannot be provided by the customer, the requested standard/method is determined together with the customer under the coordination of the relevant unit.
- 2.3. Samples can be delivered to the Sample Acceptance Office by two methods: (a) The customer can deliver the sample by hand, (b) The customer can send the sample by cargo or mail.
- 2.4. Samples must be brought in the quantity and packaging specified in the BUTEKOM Laboratories Test/Analysis and Inspection Services List, and there must be descriptive information about the sample (such as the name of the sample, its code, the date of sample collection). If the quantity and packaging type of the samples are not specified, care should be taken to package them in a way that will not harm human health and the environment. BUTEKOM is not responsible for any damage that may occur to the sample during transportation.
- 2.5. Sample name or code cannot be changed after job entry.
- 2.6. Since the report is given as a whole, it cannot be quoted in sections. It cannot be partially copied or reproduced without BUTEKOM's permission.
- 2.7. If separate reports are required for more than one sample, this must be stated during the application.
- 2.8. If a report in English other than Turkish is required, it must be stated during the application. If another report is requested after the service is completed, an additional fee is charged to the test fee.
- 2.9. Cargoes are sent with a counter payment.

### 3. RESPONSIBILITIES OF BUTEKOM LABORATORIES

- 3.1. When the customer applies to BUTEKOM; He/she is given explanatory information about whether the test/analysis to be applied is within the scope of accreditation, which test method can better meet the customer's needs, the fee to be requested, the payment method and the report delivery time.
- 3.2. If the sample is not in the required conditions for testing/analysis, the return of the sample or conditional acceptance process is carried out according to the relevant procedure, by mutual agreement with the customer.
- 3.3. In case of a disruption in service due to unforeseen reasons, the customer is informed and an agreement is reached on the service process.
- 3.4. Following the preparation of the report, the customer is notified.
- 3.5. The report and invoice are delivered to the customer according to the delivery method specified during the application.
- 3.6. In line with the principle of impartiality, no information or documents are given to third parties, except for legal obligations. All information obtained or created during the performance of the laboratory's activities is kept confidential. In cases where the laboratory is legally required or contractually authorized to disclose confidential information, the customer or the relevant person is informed about the information to be disclosed, unless prohibited by law.
- 3.7. In case of use of laboratories that have a cooperation protocol with BUTEKOM, the customer is informed and written approval is obtained.

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#### 4. SETTLEMENT OF DISPUTES

1. With the importance it attaches to the necessity of customer satisfaction, BUTEKOM examines and provides feedback on the likes, requests, complaints and objections received from its customers as soon as possible, with an objective, fair and customer-oriented approach in accordance with legal conditions. Likes, suggestions, complaints and objections can be made by calling (0224) 502 16 00.info@butekom.org You can also reach us via e-mail address or on the BUTEKOM website. **Customer Suggestions, Objections and Complaints Form**(BMM-KYS-F-13)".

4.2 In case of disputes that may arise between BUTEKOM and the customer; First of all, mutual agreement is sought. In case of a deadlock, the jurisdiction is Bursa Courts.

Delivery to the Sample Acceptance Office made..... piece We request that the above-mentioned services for the ..... sample be provided by accepting the contract terms.  Date: ... / ... / ..... Hour: ....	<b>REQUIRED SERVICE SPEED</b>	
	Normal (within 3 business days)	Fast (within 2 business days)
	<b>Specified deadlines; It is not valid for multiple samples, long-term testing services and inspection services. Deadlines are determined by mutual confirmation and only then the test is started. Testing cannot be started without agreement.</b>	

**NOTE:** 50% price difference is applied for "Express Delivery". Sample acceptance for Express Delivery is until 13:00 every day, after which samples delivered will be processed the next day.

#### Contact and Payment Information:

Demirtaş Dumlupınar O.S.B. Mah. Çiğdem 2 Sk. No:1/4 16245 Osmangazi/BURSA

0224 502 16 00 - Fax: 0224 502 16 06 – [test@butekom.org](mailto:test@butekom.org) – [info@butekom.org](mailto:info@butekom.org)

ULUDAĞ V.G. 191 062 22 51 - Tic Sic. No. 67572 – Oda Sic. No. 76878 – Mersis No. 01910622251000

BUTEKOM Bursa Teknoloji Koordinasyon ve Ar-Ge Merkezi A.Ş.

ZİRAAT BANKASI- BEŞEVLER SANAYİ BURSA GİRİŞİMCİ ŞUBESİ

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