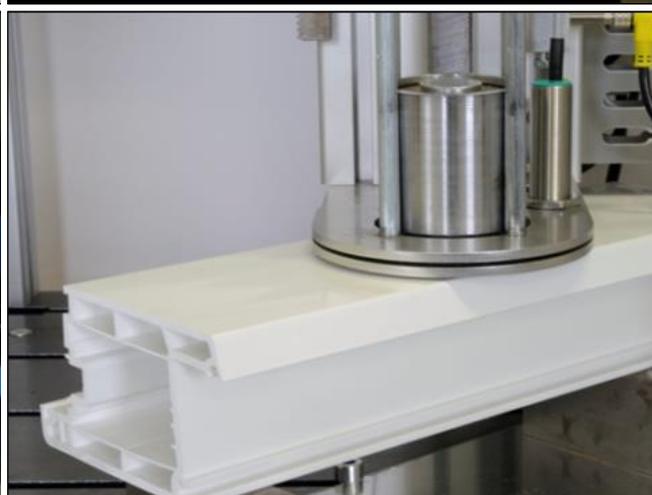
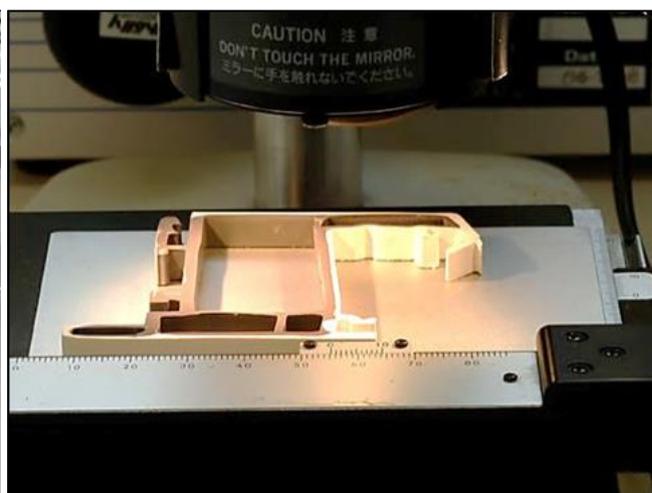


CERTIFICATION

# NF certification system administrative management appendix

## PVC window profiles



Identification No.: NF 126

Revision number: 12

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# Part 1

## Obtaining certification

### 1.1 Admission application

#### 1.1.1 SUBMISSION OF THE APPLICATION DOSSIER

Before submitting their application, applicants must ensure that, at the time of the application, they meet the conditions defined in this administrative management appendix, in particular Part 2 with regard to their product and the sites involved, and that they are using a certified vinyl compound manufactured in accordance with the conditions in the QB certification reference system on “Vinyl compounds and their manufacture for PVC window profiles” (QB 34) or equivalent (identical certified characteristics and assessment procedures).

The application shall be presented in accordance with the conditions and templates given in §3.1.

If the product comes from a manufacturing plant located outside the European Economic Area (EEA), the applicant shall designate a representative within the EEA as a joint signatory to the application.

This arrangement, including the financial aspect, must be confirmed in standard letter 1, and the information about the representative must be specified in standard sheet 1.

When the application is received, the following procedure is initiated:

- an administrative and technical review of the request is performed,
- completion and conditions of the assessment (audits and tests),
- the assessment is reviewed,
- the decision is taken.

#### 1.1.2 ADMINISTRATIVE AND TECHNICAL REVIEW OF THE APPLICATION

When the application dossier is received, CSTB verifies that:

- all documents requested in the application are enclosed,
- elements contained in the technical file respect the requirements in the certification reference system.

The application is only admissible if:

- the application letter is complete, signed and accompanied by the signed quote(s), where applicable;
- the applicant manages and assumes responsibility for the following stages: design, production, assembly, quality control, marking, packaging and marketing and specifies the critical points of the various steps,
- any aspect not carried out by the applicant shall be covered by a contract defining the respective responsibilities with the service provider (the applicant remains responsible for all operations and their consistency),
- the products covered by the application comply with the additional technical specifications and standards set out in Part 2 of the certification reference system,
- the inspections and tests for the products covered by the application and specified in the certification reference system and technical document 126-01 have been in place for at least three (3) months (this period may be adjusted on a case-by-case basis after validation by the mandated body),
- all requested documents are enclosed with the application, in particular, the contractual documents between the applicant/representative.

CSTB also ensures that it has all the resources needed to reply to the application, and it may request additional information needed to ensure the admissibility of the dossier if it is incomplete.

Once the application is admissible, CSTB plans for the assessment and informs the applicant of the organisational procedures (auditor, audit duration, sites to be audited, laboratories, products to be sampled, etc.).

### 1.1.3 ASSESSMENT METHODS

The inspections performed in the context of NF marking are generally of two types:

- audits carried out at the production site,
- tests on the products.

### 1.1.4 ASSESSMENT REVIEW AND DECISION

CSTB assesses the audit and test reports that are prepared and sent to the applicant (assessment review). In certain cases, a complementary inspection may be requested by CSTB, based on its reading and analysis of the reports.

If necessary, the reports are accompanied by deviation sheets with a request for a proposed corrective action by the applicant within the prescribed time span.

For each deviation detected by the auditor, the applicant must then describe the corrective actions put in place or planned, including the time it will take to enact them and the people responsible. CSTB analyses the relevance of the reply and may ask for an additional audit or tests to be carried out in order to verify that corrective actions have been taken (partial or complete audit and/or document verification).

CSTB may present an anonymous summary of all evaluation results to the specific committee for its opinion.

Depending on the results of all the inspections, CSTB comes to a conclusion about the assessment and notifies the holder of the decision, which may be:

- certification agreement with or without comments;
- certification refusal, giving reasons for the refusal.

In case of a positive certification decision, AFNOR Certification shall grant the right to use the NF mark and CSTB shall remit the NF certificate to the applicant which, on that occasion, will become the holder of the right to use the NF mark.

The certificates are issued without a validity date.

The applicant may appeal against the decision made by sending a request in accordance with the NF mark general rules. They are entitled to present their case formally.

Granting the right of use in no way substitutes CSTB's responsibility for the legal responsibility of the company that holds the right to use the NF mark.

The holder can then communicate about their certification using the methods defined in Part 2 of the certification reference system.

## 1.2 Extension application

The steps described in §1.1 apply.

The application shall be presented in accordance with the conditions and templates given in §3.2.

## Part 2

# Maintaining certification: terms and conditions for follow-up

Throughout the certification period, the holder shall:

- comply with the requirements and marking procedures described in Part 2 of the certification reference system,
- update their certification file using the templates supplied in Part 3 of this appendix,
- systematically inform CSTB of any modification to one of the characteristics of the certified product and/or of their organisation that is likely to have an impact on the certification.

In addition, CSTB reserves the right to carry out any controls (visits, tests, verifications) that it deems necessary as a result of:

- a modification affecting the certified product or the quality organisation of manufacturing entities (manufacturing factory or workshops, laboratories),
- complaints, disputes or legal actions of which they become aware that relate to the use of the NF mark,
- inspections that may be carried out at retail sites (including sampling).

In case of disputes with users, the inspections may include samplings or tests on the usage sites (in this case, the holder is invited to be represented in order to observe the operations).

### 2.1 Conditions for follow-up inspection

The monitoring of the certified products includes follow-up audits of the production unit and tests on the products.

It also involves monitoring of the use of the mark and the logos on the products, packaging and any communication materials.

The follow-up conditions (for audits and tests) depend upon the following:

- whether or not the holder holds ISO 9001 certification, in accordance with Part 2 of the certification reference system,
- decisions made following previous controls (audits and tests).

Before initiating the follow-up process, CSTB completes an administrative and technical review of the certification dossier to ensure that no modifications affecting certification need to be taken into account.

### 2.2 Assessment review and decision

CSTB assesses the audit and test reports that are prepared and sent to the holder (assessment review). In certain cases, a complementary inspection may be requested by CSTB, based on its reading and analysis of the reports.

If necessary, the reports are accompanied by deviation sheets with a request for a proposed corrective action by the holder within the prescribed time span.

For each irregularity, the holder shall describe the actions implemented or planned, along with a schedule for their application that is consistent with the deviation observed. The persons responsible for the actions to be implemented must also be specified here. CSTB analyses the relevance of the reply and can request the implementation of an additional inspection.

CSTB may present an anonymous summary of all evaluation results to the specific committee for its opinion.

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Depending on the results of all the inspections, CSTB comes to a conclusion about the assessment and notifies the holder of the decision, which may be:

- a decision to maintain the certificate,
- a decision to sanction in accordance with the General Rules of the NF mark.

In the event of a sanction, the sanction shall apply as from the date of its declaration. The type of penalty imposed will depend on the seriousness of the deviation identified. Sanction notifications that affect the right of use are signed by CSTB Management.

The cost of additional inspections due to the sanctions or after analysis of reports is to be borne by the holder.

Any suspension or withdrawal of the right to use the NF mark results in the prohibition to use the NF mark and to make reference to it. This obligation is valid not only for the holder but also for the whole sales network of their company, as well as for the dealers called upon to distribute the company's products.

All documentation (technical and sales documents, labels, notices, advertising, websites, etc.) shall no longer mention the NF mark for the product that is subject to a suspension or a withdrawal (erratum and/or reprinting required).

Holders can contest the decision taken by submitting a request in accordance with the General Rules of the NF mark. They are entitled to present their case formally.

## Part 3

# Certification files

The application for the right to use the mark must be prepared by the applicant/holder in one copy in accordance with the examples and templates set out below. The application is to be drawn up in **one original on the applicant's letterhead, in French**, and sent in its entirety to CSTB.

If the product comes from a manufacturing plant located outside the European Economic Area (EEA), the applicant shall designate a representative within the EEA as a joint signatory to the application. For the processing of an application for a product that benefits from a foreign conformity mark or from a test certificate issued by a foreign laboratory, existing recognition agreements shall be taken into account, in accordance with the General Rules of the NF mark.

**Note:** electronic versions of the standard letter and standard information sheet templates can be obtained from CSTB.

### 3.1 Admission application

Applicants prepare an application dossier including:

- an application and commitment letter from the applicant based on **standard letter 1**,
- a general information sheet concerning the applicant, based on **standard sheet 1**,
- a datasheet about the products based on **standard sheet 1b**.

The following information must be included with this dossier:

#### 1 manufacturing definition/description

- product constituents (characteristics of the raw materials for the various profiles covered by the application),
- production conditions:
  - general organisation of the production and means of production,
  - diagrammatic description of the production process (with description of the different production work stations),
  - description of packaging and storage conditions,
  - description of the marking affixed to the products;

#### 2 general characteristics of the production site

- general organisation chart for the factory and for the department responsible for quality, separately from the production departments,
- list of products manufactured on the site,
- plans of the profiles, not dimensioned, at 1:1 scale with a legend that complies with technical document 126-01 (parts 1 & 2),
- trade name of the type(s) of windows for which the profiles are used,
- annual linear production of manufactured profiles;

#### 3 inspection resources

- description of the inspection plan and resources,
- description of how inspections at the factory are organised in accordance with the certification reference system and technical document 126-01;

#### 4 attached documents

- certificate of calibration or of metrological verification of the equipment used,
- written procedures complying with the requirements defined in Part 2 of the reference system,
- other technical documents.

**STANDARD LETTER 1**  
**NF MARK FOR “PVC WINDOW PROFILES”**

**APPLICATION FORM FOR THE RIGHT TO USE THE NF MARK**

(to be composed on the applicant's letterhead)

CENTRE SCIENTIFIQUE ET TECHNIQUE DU BÂTIMENT  
Direction Baies et Vitrages  
84, avenue Jean Jaurès - Champs sur Marne  
F-77447 MARNE LA VALLÉE CEDEX 2

Subject: Admission application for the right to use the NF mark “PVC Window Profiles”

Dear Sir, Madam,

I am writing to apply for the right to use the NF mark:

- for the product/range of products (name or attached list):
- produced at production unit:
- for the trade name:

For that purpose, I declare that I am familiar with and accept the General Rules of the NF mark and the certification reference system of the NF mark “PVC Window Profiles”, the technical document and the administrative management appendix, and I commit to conforming to them and to informing my commercial network of them throughout the duration of usage of the NF mark and, in particular, to complying with the decisions made, with no restrictions or reservations, in accordance with the General Rules of the NF mark and with the certification reference system of the NF mark “PVC Window Profiles”.

*Option (2): Furthermore, I delegate the Company (company name, legal form, registered office):*

*represented by Mr/Ms:*

*in his/her capacity as:*

*to represent me in the European Economic Area for all questions relative to the use of the NF mark “PVC Window Profiles”. I undertake to immediately notify CSTB of any new appointment of the representative designated above. In this regard, I request that the expenses that are to be borne by me be invoiced directly to the representative. They will make the payments on my behalf and in my name as soon as the invoices are received, as agreed when accepting the role of representative.*

Yours faithfully,

**Date and signature of the  
applicant's legal representative**

**Date and signature of the representative  
in the European Economic Area<sup>(1)</sup>**

*Preceded by the handwritten words  
“Fit for acceptance of representation”*

*(1) only concerns applicants located outside of the European Economic Area (EEA)*

**STANDARD SHEET 1**  
**NF MARK FOR “PVC WINDOW PROFILES”**

**APPLICANT GENERAL INFORMATION SHEET**

➤ **MANUFACTURING UNIT**

Company name:

Address:

Country:

Phone:

SIRET No.<sup>(1)</sup>: - NAF code<sup>(1)</sup>:

Name and capacity of the legal representative<sup>(2)</sup>:

Name and capacity of the correspondent (if other):

VAT identification number<sup>(3)</sup>:

Email address:

Website:

Certified quality management system<sup>(4)</sup>:  ISO 9001

➤ **MANUFACTURER (if different from the manufacturing unit)**

Company name:

Address:

Country:

Phone:

SIRET No.<sup>(1)</sup>: - NAF code<sup>(1)</sup>:

Name and capacity of the legal representative<sup>(2)</sup>:

Name and capacity of the correspondent (if other):

VAT identification number<sup>(3)</sup>:

Email address:

Website:

➤ **REPRESENTATIVE (if requested)**

Company name:

Address:

Country:

Phone:

SIRET No.<sup>(1)</sup>: - NAF code<sup>(1)</sup>:

Name and capacity of the legal representative<sup>(2)</sup>:

Name and capacity of the correspondent (if other):

VAT identification number<sup>(3)</sup>:

Email address:

Website:

(1) only for French companies

(2) the Legal Representative is the individual who is legally responsible

(3) applies to European manufacturers

(4) include a copy of the certificate

**STANDARD SHEET 1B**  
**NF MARK FOR “PVC WINDOW PROFILES”**

**DESCRIPTION OF PRODUCTS SUBMITTED FOR ADMISSION**

➤ **PROFILES**

REFERENCE	FUNCTION	LINEAR DENSITY (g.m <sup>-1</sup> )

The plans of the corresponding profiles, not dimensioned, at 1:1 scale with a legend that complies with technical document 126-01 (parts 1 & 2), must be attached.

➤ **VINYL COMPOUND**

The identification characteristics of the certified vinyl compound, defined in accordance with the conditions of the QB certification reference system on “Vinyl compounds and their manufacture for PVC window profiles” (QB 34) or equivalent, shall be declared by the manufacturer and submitted for admission verification.

Reference:

CSTB code:

Density (g/cm<sup>-3</sup>):

Ash content (%):

DHC (min):

Temperature (°C):  190  200

Vicat softening point (°C):

Colorimetry (2°): L\* = ± 1

a\* = ± 0.5

b\* = ± 0.8

### 3.2 Extension application

Applicants prepare an application dossier including:

- an application and commitment letter based on **standard letter 2**,
- a datasheet about the products based on **standard sheet 2**.

**STANDARD LETTER 2**  
**NF MARK FOR “PVC WINDOW PROFILES”**

**EXTENSION APPLICATION FORM FOR THE RIGHT TO USE THE NF MARK**

(to be composed on the applicant's letterhead)

CENTRE SCIENTIFIQUE ET TECHNIQUE DU BÂTIMENT  
Direction Baies et Vitrages  
84, avenue Jean Jaurès - Champs sur Marne  
F-77447 MARNE LA VALLÉE CEDEX 2

Subject: Extension application for the right to use the NF mark “PVC Window Profiles”

Dear Sir, Madam,

As the holder of the NF mark “PVC Window Profiles” for the product(s) my company manufactures, identified under the following reference(s):

- designation of the product/range of products (name or attached list):
- produced at production unit:
- for the trade name:
- right of use granted on (certificate number + date),

I would like to apply for an extension of the right to use the NF mark “PVC Window Profiles” (NF 126) for the product/range of products defined in standard sheet 2.

This product/range of products for which I am seeking an extension will replace the certified product(s) listed above:  yes  no.

I declare that the product(s)/product range covered by this application are, with relation to the other characteristics, strictly in conformity with the product(s)/product range already certified and manufactured under the same conditions.

For that purpose, I declare that I am familiar with and accept the General Rules of the NF mark and the certification reference system of the NF mark “PVC Window Profiles”, the technical document and the administrative management appendix, and I commit to conforming to them and to informing my commercial network of them throughout the duration of usage of the NF mark and, in particular, to complying with the decisions made, with no restrictions or reservations, in accordance with the General Rules of the NF mark and with the certification reference system of the NF mark “PVC Window Profiles”.

Yours faithfully,

**Date and signature of the  
applicant's legal representative**

**Date and signature of the representative  
in the European Economic Area<sup>(1)</sup>**

*Preceded by the handwritten words  
“Fit for acceptance of representation”*

*(1) only concerns applicants located outside of the European Economic Area (EEA)*

**STANDARD SHEET 2**  
**NF MARK FOR “PVC WINDOW PROFILES”**

**DESCRIPTION OF PRODUCTS SUBMITTED FOR EXTENSION**

➤ **PROFILES**

REFERENCE	FUNCTION	LINEAR DENSITY (g.m <sup>-1</sup> )

The plans of the corresponding profiles, not dimensioned, at 1:1 scale with a legend that complies with technical document 126-01 (parts 1 & 2), must be attached.

➤ **VINYL COMPOUND**

The identification characteristics of the certified vinyl compound, defined in accordance with the conditions of the QB certification reference system on “Vinyl compounds and their manufacture for PVC window profiles” (QB 34) or equivalent, shall be declared by the manufacturer and submitted for admission verification.

Reference:

CSTB code:

Density (g/cm<sup>-3</sup>):

Ash content (%):

DHC (min):

Temperature (°C):  190  200

Vicat needle test point temperature (°C):

Colorimetry (2°): L\* = ± 1

a\* = ± 0.5

b\* = ± 0.8

### 3.3 New admission application subsequent to withdrawal of the right to use the NF mark

Holders prepare an application dossier including:

- an application and commitment letter from the applicant based on **standard letter 1**,
- a general information sheet concerning the applicant, based on **standard sheet 1**,
- a datasheet about the products based on **standard sheet 1b**,
- specific items that all applicants must submit as part of a new admission application in cases where the right of use has been withdrawn as a result of a sanction, using **standard sheet 3**.

**STANDARD SHEET 3**  
**NF MARKING FOR “PVC WINDOW PROFILES”**

**SPECIFIC ITEMS ALL APPLICANTS MUST PROVIDE AS PART OF A NEW ADMISSION APPLICATION WHEN THE RIGHT OF USE HAS BEEN WITHDRAWN AS A RESULT OF A SANCTION**

- deceptive marketing practices in application of Articles L 121-2 to L 121-5 of the Consumer Code (issuance of a false attestation and/or a false certificate indicating that the products are CSTB-certified when they are not)
- failure to meet commitments as regards the correct usage of the certification mark

The applicant is responsible for determining and carrying out a course of action that will fully address and remedy the causes and consequences of their commitments as regards the correct usage of the certification mark.

Actions	Minimum proof to be supplied by the applicant to CSTB showing the actions they have undertaken to fully address and remedy the causes and consequences	Validity of the proof received
Curative actions	A list of those affected, including full contact details (customers, prospects, technical inspectors, etc.), who have received false attestations/false certificates; failing that, a list of those affected (customers, prospects, technical inspectors, etc.) who have been contacted over the preceding 24 months	<input type="checkbox"/> List sent <input type="checkbox"/> List not sent Comments:
	A list of customers, including full contact details, who have taken delivery of inappropriately marked products or who have been presented with the mark certification(s); failing that, a list of customers during the preceding 24 months	<input type="checkbox"/> List sent <input type="checkbox"/> List not sent Comments:
	Letter written by the applicant’s manager informing those affected of the invalidity of the false attestations/false certificates they were sent	CSTB will verify that this action has been carried out by contacting 5% of those affected or at least 5 customers and technical inspectors  <input type="checkbox"/> Letter of information duly implemented, corroborated by those affected <input type="checkbox"/> Letter of information not implemented or partially implemented Comments:
	Letter written by the applicant’s manager informing the customers of products that are inappropriately marked or products bearing the certification mark(s)	CSTB will verify that this action has been carried out by contacting 5% of the customers or at least 5 customers.  <input type="checkbox"/> Letter of information duly implemented, corroborated by those affected <input type="checkbox"/> Letter of information not implemented or partially implemented Comments:
	Action undertaken against the person or persons responsible for approving and issuing the false attestations/false certificates and/or delivering inappropriately marked products	<input type="checkbox"/> Action is relevant <input type="checkbox"/> Action is not relevant Comments:

Actions	Minimum proof to be supplied by the applicant to CSTB showing the actions they have undertaken to fully address and remedy the causes and consequences	Validity of the proof received
Corrective actions	Proof that all the personnel in the company have been informed/made aware of the deceptive marketing practices (e.g. signed attendance record, informative media, etc.)	<input type="checkbox"/> Proof is relevant <input type="checkbox"/> Proof is not relevant Comments:
	Ethical rules	<input type="checkbox"/> Defined <input type="checkbox"/> Not defined Comments:
	Commitment by all personnel in the company to abide by the ethical rules (e.g. employment contract, individual commitments, etc.)	<input type="checkbox"/> Commitments available <input type="checkbox"/> Commitments not available Comments:
	Scheduling of internal audits on the observance of the ethical rules: - first internal audit to be scheduled within three months of the date of the CSTB admission application at the latest, - internal audits to be scheduled once a year.	<input type="checkbox"/> Scheduling in compliance <input type="checkbox"/> Scheduling not in compliance Comments:
	Letter from the company manager committing to: - grant the CSTB auditor access for a period of two years to the contact details of all those in receipt of proposals so that a sample of the items received can be examined by CSTB; - agree to being invoiced annually for two additional auditing days over the course of the year at the applicable rate.  <i>Note: the purpose of this audit is to verify the effective implementation of the actions on a documentary and in situ basis.</i>	<input type="checkbox"/> Letter of commitment available <input type="checkbox"/> Letter of commitment not available Comments:
	Grant the CSTB auditor access for a period of two years to the full contact details of all those in receipt of proposals so that a sample of the items received can be examined by the CSTB.	<i>CSTB will make enquiries with 5% of the recipients of proposals or at least 5 recipients for a period of two years from the date of the CSTB admission application.</i>
Preventive action	Where applicable, proof of distribution of the ethical charter in the company's subsidiaries	<input type="checkbox"/> Proof is relevant <input type="checkbox"/> Proof is not relevant Comments:

All the actions required are available, defined, relevant or in compliance.

The admission application can proceed.

Not all the required actions are available.

The admission application cannot proceed.

Analysis carried out by (name of the manager and/or application manager):		Validated by the operations director (name):	
Date:	Signature:	Date:	Signature:

## Part 4

### Prices

The purpose of this part is to define the total cost due for NF certification-related services and to describe the terms of payment.

NF certification includes the following services:

- management (development and implementation of an application, examination of the certification application, processing of certification application);
- right to use the NF mark;
- testing;
- audits;
- complementary or supplementary checks;
- travel costs.

#### 4.1 Services relating to NF certification

Nature of the service	Definition of the service	Paying for the services
<p><u>Management:</u> Development and implementation of an application, examination of the certification application</p>	<p>Participation in the implementation of the NF mark, including preparation of the certification reference system.</p> <p>Services including examination of application dossiers, relations with applicants, laboratories and auditors and assessment of inspection results.</p>	<p>Initial application/extension application: cf §4.2.1</p>
<p><u>Management:</u> Processing of the certification application</p>	<p>Services including processing of the dossiers of certified products, relations with holders, laboratories and auditors, publication of certified data, certificates, assessment of inspection results and the sectorial communication actions.</p>	<p>Monitoring: cf §4.2.2</p>
<p>Right to use the NF mark</p>	<p>This right of use contributes to:</p> <ul style="list-style-type: none"> <li>- protection of the NF mark (registration and protection of the mark, legal counsel, appeals process and dealing with wrongful usage (legal services));</li> <li>- the generic promotion of the NF mark;</li> <li>- the general operation of the QB mark (governance, etc.).</li> </ul>	<p>Initial application/extension application: cf. §4.2.1</p> <p>Monitoring: cf. §4.2.2</p>

Nature of the service	Definition of the service	General terms and conditions
Testing	Laboratory testing services (services including preparation and the sampling itself)	<p>The laboratories' price lists are provided upon request.</p> <p>The minimum amount invoiced will be a half day if the sampling is performed outside of the audit.</p> <p>The applicant/holder supplies samples free of charge and makes them available at the laboratory's address.</p> <p>The costs related to the import duties and taxes are to be borne by the test applicant; the applicant shall pay all duties and taxes before sending the samples.</p> <p>Initial application/extension application: cf. §4.2.1                      Monitoring: cf. §4.2.2</p>
Audit	Services including preparation for the audit, the audit itself as well as the report and, where appropriate, the follow-up to the corrective actions referred to in the deviation sheets.	<p>Initial application/extension application: cf. § 4.2.1                      Monitoring: cf. §4.2.2</p>
Complementary/ supplementary checks.	Services required by the additional checks (audit or complementary verification tests) which may turn out to be necessary following insufficiencies or anomalies detected by the current verifications.	<p>These services are to be borne by the applicant/holder according to the prices in force, provided upon request. The fees for complementary/supplementary checks are invoiced and paid prior to the provision of the services.</p>
Travel expenses		<p>If they are not included in the "audit" service, travel expenses are to be invoiced after the performance of each audit.</p>

## 4.2 Paying for the services

### 4.2.1 INITIAL APPLICATION/EXTENSION APPLICATION

Together with their certification application (initial or extension application), the applicant makes an advance payment equivalent to 50% of the fees for management, testing and auditing services. These services are invoiced at the admission stage (granting of right of use). A single flat amount is invoiced.

If they are not included in the “audit” service, travel expenses are to be invoiced after the performance of each audit. These fees remain payable even if the right to use the NF mark is not awarded, extended or if the application is abandoned during the examination.

Whenever the NF mark is granted during the year, the amount of the usage fee is calculated on a pro rata basis, based on the number of months following the decision to grant the right of use.

### 4.2.2 MONITORING

The fees for the annual services pertaining to management, audit, testing and the right to use the NF mark will be invoiced during the first quarter of each year and remain payable if the right to use the NF mark is not renewed, is cancelled or is suspended during the year.

If they are not included in the “audit” service, travel expenses are to be invoiced after the performance of each audit.

### 4.2.3 NON-PAYMENT OF AMOUNTS DUE

The applicant or holder of the right to use the NF mark must pay all their fees in accordance with the stipulated terms of payment. Any failure on their part constitutes an obstacle to the performance by CSTB of the responsibilities of verification and corrective action that are incumbent upon it under this certification reference system.

Should initial formal notice sent by registered letter with acknowledgement of receipt not result, within one month, in the payment of all the sums due, all penalties provided for in the General Rules of the NF mark may be applied for all the products admitted for that holder.

## 4.3 Cancellation by the applicant/holder of an audit or a test

For any audit cancelled by the applicant/holder less than 30 days prior to the date of the audit, CSTB may charge a lump sum by way of damages:

- 25% of the audit invoice if cancelled 1 month prior to the audit;
- 50% of the audit invoice if cancelled from 1 month to 15 days prior to the audit;
- 75% of the audit invoice if cancelled less than 15 days prior to the audit.

If the CSTB travel and accommodation expenses are not subject to a fixed rate, they will also be invoiced if those expenses cannot be fully refunded.

Applicants/holders do not have to pay this lump sum provided that they can demonstrate that the cancellation directly results from a case of *force majeure* as specified under French Law.

## 4.4 Prices

Rates will be revised annually in the form of a price list published by CSTB. This revision is decided on after consultation with the Specific Committee. If holders refuse to recognise the annual price review, they will be deemed to have voluntarily terminated the certification contract and the right to use the NF mark for their certified products.