



COMPOSANTS SANITAIRES

CERTIFICATION

NF certification system administrative management appendix: Sanitary Components



Identification No.: NF 076
Revision No.: 11
Effective date: 31/10/2019

CENTRE SCIENTIFIQUE ET TECHNIQUE DU BATIMENT
CERTIFYING BODY MANDATED BY AFNOR CERTIFICATION
84 avenue Jean Jaurès – Champs-sur-Marne – 77447 Marne-la-Vallée Cedex 2
Tel. +33 (0)1 64 68 82 82 – www.cstb.fr
MARNE-LA-VALLÉE / PARIS / GRENOBLE / NANTES / SOPHIA-ANTIPOLIS

CSTB
le futur en construction

Table of Contents

Partie 1	Obtaining Certification.....	3
1.1	Lodging an initial admission application.....	3
1.2	Complementary admission application	4
1.3	Application for a new or modified product (extension).....	5
1.4	Maintenance application.....	5
Partie 2	Maintaining Certification: Terms and Conditions for Follow-Up	6
2.1	Conditions for follow-up inspection.....	6
2.2	Evaluation review and decision	6
Partie 3	Certification Files.....	8
3.1	Case of an initial admission application	9
3.2	Case of a complementary admission application.....	9
3.3	Case of an application for a new or modified product (extension).....	10
3.4	Case of a maintenance application	10
3.5	Case of a new admission application subsequent to withdrawal of the right to use the NF mark	10
3.6	Regarding requests to suspend the right to use the NF mark.....	10
3.7	Regarding requests to renounce the right to use the NF mark	11
Partie 4	Prices.....	33
4.1	Services relating to NF certification.....	33
4.2	Paying for the services	34
4.3	Cancellation by the applicant/holder of an audit or a test.....	35
<u>4.4</u>	<u>Prices</u>	<u>35</u>

Part 1

Obtaining Certification

4.1 Lodging an initial admission application

4.1.1 SUBMISSION OF THE APPLICATION DOSSIER

The application shall be submitted in accordance with the conditions and templates provided in Part 3 of this document.

In case the product comes from a production unit outside the European Economic Area, the applicant/holder designates a representative within the European Economic Area who co-signs the application.

The applicant/holder must draw up a mandate specifying the functions to be carried out by the representative (template in Part 3 of this document) and which must be co-signed by the applicant/holder and their representative.

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

- an administrative and technical review of the request is undertaken;
- the assessment (audits and tests) is carried out;
- the assessment is reviewed;
- the decision is taken.

4.1.2 ADMINISTRATIVE AND TECHNICAL REVIEW OF THE APPLICATION

When the application dossier is received, CSTB verifies that:

- all documents requested in the application dossier are included;
- elements contained in the technical file respect the requirements in the certification reference system.

The request is only admissible if:

- the application letter is complete, signed and accompanied by the signed quote where applicable;
- the applicant manages and assumes responsibility for the following stages: design, production, assembly, quality control, marking, packaging and marketing;
- any aspect not carried out by the applicant shall be covered by a contract defining the respective responsibilities with the service provider (template in Part 3 of this document). The applicant shall remain responsible for all the operations and for ensuring they are consistent;
- the applicant belonging to a group shall be able to entrust one or more stages to another entity in the group. The applicant shall remain responsible for all the operations and for ensuring they are consistent;
- the products covered by the application comply with the reference standards and technical specifications set in Part 2 of the certification reference system;
- the products covered by the application are manufactured by means of series production techniques;
- the inspections and tests for the products covered by the application and specified in this certification reference system and technical documents 076-01, 076-02, 076-03, 076-04 and 076-06;
- all requested documents are enclosed with the application, in particular, the contractual documents between the applicant/representative and the applicant/distributor, if applicable.

CSTB also makes sure that it has all the ways and means to reply to the application and it may be led to request additional information necessary for 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.).

4.1.3 EVALUATION METHODS

The verifications performed within the framework of the NF mark are generally of two types:

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

4.1.4 EVALUATION REVIEW AND DECISION

CSTB assesses the test and audit reports that are prepared and sent to the applicant (evaluation review).

The reports are accompanied, as the case may be, by deviation sheets, including a request for a corrective action proposal by the applicant within one (1) month.

In certain cases, a complementary inspection operation may be requested by CSTB, based on its analysis of the reports.

For each irregularity, the applicant shall describe the actions implemented or planned with the time span for their application consistent with the deviation observed. The persons responsible for the actions to be implemented shall be mentioned too.

CSTB analyses the relevance of the reply and may ask for an additional test to be carried out to check that corrective actions have been set up (partial or complete audit and/or testing/document verification).

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

Depending on the results of the entire assessment, CSTB will take one of the following decisions:

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

In the case of a positive certification decision, AFNOR Certification shall grant the right to use the NF mark and CSTB shall remit the NF certificate, which is valid for 15 months, to the applicant, which, on that occasion, will become the holder of the right to use the NF mark.

The certificates include a validity date.

The applicant can contest the decision taken by sending a request in conformity with the General Rules of the NF mark. 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 NF mark usage right.

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

4.2 Complementary admission application

The steps described in paragraph 1.1 above apply.

**NF certification system administrative management appendix -
Sanitary Components
Revision No.: 11**

The application shall be submitted in accordance with the conditions and templates provided in Part 3 of this document (paragraph 3.2).

4.3 Application for a new or modified product (extension)

The steps described in paragraph 1.1 above apply.

The application shall be submitted in accordance with the conditions and templates provided in Part 3 of this document (paragraph 3.3).

4.4 Maintenance application

The application shall be submitted in accordance with the conditions and templates provided in Part 3 of this document (paragraph 3.4).

For distribution under other trademarks, it is acceptable to make certain presentation modifications to the relevant products that have no functional effect. In this case, the holder shall specify in the maintenance application the list of modifications made to the products in question.

CSTB then makes sure that these modifications have no functional effect.

The Specific Committee is notified when CSTB issues decisions to maintain the right of use.

The company that distributes the certified products must provide CSTB with all the sales documents (catalogues, brochures, websites, etc.) that refer to these products and send updated documents as appropriate.

CSTB may carry out inspections at the retail site (merchants, DIY superstores, etc.) for products that are the subject of a maintenance application.

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 document;
- systematically inform CSTB of any modification to one of the characteristics of the certified product and/or of its 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, etc.) it deems necessary as a result of:

- a modification affecting the certified product or the quality organisation of the manufacturing entities (manufacturing plant, production workshops, subcontractors' plants, etc.);
- complaints, disputes, legal actions, etc. about which it becomes aware related to use of the NF mark;

Checks (including sampling) may take place in retail sites.

In case of disputes with users, the verifications may include sample-taking or testing on the utilisation premises (in that case, the holder is invited to be represented so as to witness the operations).

4.1 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 surveillance of the usage 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;
- the decisions taken as a result of the previous inspection operations (audits and tests).

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

4.2 Evaluation review and decision

CSTB assesses the test and audit reports that are prepared and sent to the holder (evaluation review).

The reports are accompanied, where appropriate, by deviation sheets, including a request for a proposal of corrective action by the holder, within a prescribed time span.

In certain cases, a complementary inspection operation may be requested by CSTB, based on its analysis of the reports.

For each deviation, the holder shall present the actions implemented or envisaged with a relevant time span for bringing them into application with regard to the deviation observed. The persons responsible for the actions to be implemented shall be mentioned too.

**NF certification system administrative management appendix -
Sanitary Components
Revision No.: 11**

CSTB analyses the pertinence of the reply and can request the implementation of a complementary check.

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

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

- decision to renew the certificate; or
- decision to sanction in accordance with the General Rules of the NF mark.

In the event of a sanction, this will be operative dating from its notification. The choice of sanction depends on the severity of the observed deviation. The sanction notifications that affect the usage right are signed by CSTB Management.

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

The holders and their distributors that benefit from usage right maintenance are each responsible for the right to use the NF mark, relative to the product considered, and commit themselves to apply the measures resulting from the sanctions, decided upon in conformity with the certification reference system.

Any suspension or any withdrawal of the right to use the NF mark entails 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 the documentation (technical and sales documents, labels, notices, advertising, websites, etc.) shall no longer mention the NF mark for the product subjected to a suspension or a withdrawal (erratum and/or reprinting).

Holders can contest the decision taken by submitting a request in conformity 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 drawn up by the applicant/holder in one copy in accordance with the examples and templates set out below. **One original** of this request shall be **made on the applicant's letterhead paper in French or English** and the entire application shall be sent to CSTB.

In the event that the product comes from a manufacturing unit located outside the European Economic Area, the applicant designates a representative within the European Economic Area who co-signs the application.

Note: Electronic versions of template letters and sheets may be obtained from CSTB.

The applicant produces a file that contains the elements described in the following table depending on the type of application.

	Admission	Complementary admission or extension	Maintain right of use
Application and commitment letter	Standard letter 1A or 1B	Standard letter 2A or 2B	Standard letter 3A and 3B
Standard general information sheet	Standard sheet 1	If modification in relation to the admission file Standard sheet 1	Standard sheet 1
Representative contract	If applicable, Standard Sheet 2	If applicable, Standard Sheet 2	
Service provider contract	If applicable, Standard Sheet 3	If applicable, Standard Sheet 3	
Production site organisation chart	Standard sheet 4	If modification Standard Sheet 4	
Product sheet	Standard sheet 5	If applicable, Standard Sheet 5	Only for the modifications made
General layout and parts list	YES	If applicable	Only for the modifications made
Description of the laboratory	Standard sheet 6	If modification Standard Sheet 6	
Sales literature	YES	If applicable	YES
ACS	If applicable	If applicable	

4.1 Case of an initial admission application

Applicants prepare a dossier to include:

- an application and commitment letter in accordance with standard letter 1A;
- **if representative**, application and commitment letter as per standard letter 1B;
- a general information sheet about the applicant, as per standard sheet 1;
- if applicable, a mandate sheet as per standard sheet 2;
- if applicable, a contract sheet as per standard sheet 3;
- a production site organisational chart as per standard sheet 4;
- a data sheet per product according to standard sheet 5:
 - an overall drawing with parts list per product or per product range,
 - if applicable, the **Health Compliance Certificate (ACS)**,
 - technical and sales documents,
 -
- a description of the laboratory as per standard sheet 6.

4.2 Case of a complementary admission application

Holders prepare a dossier to include:

- an application and commitment letter in accordance with standard letter 2A;
- **if representative**, application and commitment letter as per standard letter 2B;
- if modification, a general information sheet concerning the applicant, as per standard sheet 1;
- if applicable, a mandate sheet as per standard sheet 2;
- if applicable, a contract sheet as per standard sheet 3;
- if modification, a production site organisational chart as per standard sheet 4;
- a data sheet per product according to standard sheet 5:
 - an overall drawing with parts list per product or per product range,
 - if applicable, the **Health Compliance Certificate (ACS)**,
 - technical and sales documents,
 -
- if modification, a description of the laboratory as per standard sheet 6.

4.3 Case of an application for a new or modified product (extension)

Holders prepare a dossier to include:

- an application and commitment letter in accordance with standard letter 2A;
- **if representative**, application and commitment letter as per standard letter 2B;
- if applicable, a mandate sheet as per standard sheet 2;
- if applicable, a contract sheet as per standard sheet 3;
- if modification, a production site organisational chart as per standard sheet 4;
- a data sheet per product according to standard sheet 5:
 - an overall drawing with parts list per product or per product range,
 - if applicable, the **Health Compliance Certificate (ACS)**,
 - technical and sales documents,
 -
- if modification, a description of the laboratory as per standard sheet 6.

4.4 Case of a maintenance application

Holders prepare a dossier to include:

- an application and commitment letter in accordance with standard letter 3A;
- a distributor's commitment sheet (signature) on their Company letterhead paper, in accordance with standard letter 3B;
- a general information sheet about the applicant applying to maintain the right of use, as per standard sheet 1.

4.5 Case of a new admission application subsequent to withdrawal of the right to use the NF mark

Holders prepare a dossier to include:

- an application and commitment letter in accordance with standard letter 1A;
- **if representative**, application and commitment letter as per standard letter 1B;
- a general information sheet about the applicant, as per standard sheet 1;
- a data sheet per product as per standard sheet 5;
- specific items all applicants must submit as part of a new admission application where the usage right has been withdrawn as a result of a sanction, in accordance with standard sheet 7.

4.6 Regarding requests to suspend the right to use the NF mark

Holders prepare a dossier to include:

- a suspension letter as per standard letter 4A;
- **if a representative**, a suspension letter as per standard letter 4B.

4.7 Regarding requests to renounce the right to use the NF mark

Holders prepare a dossier to include:

- a renunciation letter as per standard letter 5A;
- **if a representative**, a renunciation letter as per standard letter 5B.

STANDARD LETTER 1A
NF 076 – SANITARY COMPONENTS MARK

**APPLICATION FORM FOR THE RIGHT TO USE THE NF MARK
FOR ANY APPLICANT LOCATED IN THE EUROPEAN ECONOMIC AREA**

(to be drawn up on the applicant/holder's letterhead paper)

CSTB
Direction HES - Division RAS
A l'attention de M. Stéphane FATIS
84, avenue Jean Jaurès
Champs sur Marne
77447 Marne La Vallée Cedex 2 (France)

Subject: Admission application for the right to use the NF 076 - Sanitary Components mark

Dear Sir,

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

- for the following product/range of products:..... (detailed list of the product/range of products or specify "as set out in the list included with this application");
- produced at the following production unit: (company name, address);
- and for the following trade name: (brand name and/or specific retail product name, which may be on the list included with this application).

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 076 – Sanitary Components mark and I commit to conforming to them and to informing my commercial network throughout the duration of usage of the NF mark and, in particular, to complying with the decisions taken, with no restrictions or reservations, in accordance with the General Rules of the NF mark and with the certification reference system of the NF 076 – Sanitary Components mark.

Yours faithfully,

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

STANDARD LETTER 1B
NF 076 – SANITARY COMPONENTS MARK

**APPLICATION FORM FOR THE RIGHT TO USE THE NF MARK
FOR ANY APPLICANT SITUATED OUTSIDE THE EUROPEAN ECONOMIC AREA**

(to be drawn up on the applicant/holder's letterhead paper)

CSTB
Direction HES - Division RAS
A l'attention de M. Stéphane FATIS
84, avenue Jean Jaurès
Champs sur Marne
77447 Marne La Vallée Cedex 2 (France)

Subject: Admission application for the right to use the NF 076 – Sanitary Components mark (with representative)

Dear Sir,

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

- for the following product/range of products:..... (detailed list of the product/range of products or specify "as set out in the list included with this application");
- produced at the following production unit: (company name, address);
- and for the following trade name: (brand name and/or specific retail product name, which may be on the list included with this application).

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 076 – Sanitary Components mark and I commit to conforming to them and to informing my commercial network throughout the duration of usage of the NF mark and, in particular, to complying with the decisions taken, with no restrictions or reservations, in accordance with the General Rules of the NF mark and with the certification reference system of the NF 076 – Sanitary Components mark.

And furthermore, I delegate to the Company (company name) (company legal form), (registered office), represented by (Mr/Ms)* (name of the legal representative) in that person's capacity as (position) to represent me in the European Economic Area for all questions relative to the use of the NF 076 – Sanitary Components mark.

I undertake to immediately notify CSTB of any new appointment of the representative designated above.

For this purpose, 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/holder's legal representative, preceded by the handwritten note "Fit for Representation"

Date and signature of the representative in the European Economic Area, preceded by the handwritten note "Fit for acceptance of representation"

**STANDARD LETTER 2A
NF 076 – SANITARY COMPONENTS MARK**

**APPLICATION FORM FOR COMPLEMENTARY ADMISSION OR EXTENSION OF THE
RIGHT TO USE THE NF MARK
FOR ANY APPLICANT LOCATED IN THE EUROPEAN ECONOMIC AREA**

(to be drawn up on the holder's letterhead)

CSTB
Direction HES - Division RAS
A l'attention de M. Stéphane FATIS
84, avenue Jean Jaurès
Champs sur Marne
77447 Marne La Vallée Cedex 2 (France)

**Subject: Application for the complementary admission or extension of the right to use
the NF 076 - Sanitary Components mark**

Dear Sir,

As the holder of the NF – Sanitary Components mark, for the product(s) of my manufacture, identified below:

- designation of the product(s):
- production unit:
- right of use granted on (date) and bearing the following number:

I am writing to apply for the right to use the NF mark for the following product/range of products we manufacture:

- detailed list of the product/range of products:....
- specific retail product name:...

(this information may be included in a list attached to this application)

For an extension application, please provide the information below:

This product deviates from the certified product/range of products due to the following modifications: <description of the modifications>.

The product/range of products for which I am seeking an extension will replace the certified product listed above:

NO (1)
YES (1)

I declare that the product/range of products covered by this application is/are, with relation to the other characteristics, strictly in conformity with the product/range of products 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 076 - Sanitary Components mark and I commit to conforming to them and to informing my commercial network throughout the duration of usage of the NF mark and, in particular, to complying with the decisions taken, with no restrictions or reservations, in accordance with the General Rules of the NF mark and with the certification reference system of the NF 076 - Sanitary Components mark.

Yours faithfully,

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

(1) Delete inapplicable items

STANDARD LETTER 2B
NF 076 – SANITARY COMPONENTS MARK

**APPLICATION FORM FOR COMPLEMENTARY ADMISSION OR EXTENSION OF THE
RIGHT TO USE THE NF MARK
FOR ANY APPLICANT SITUATED OUTSIDE THE EUROPEAN ECONOMIC AREA**

(to be drawn up on the holder's letterhead)

CSTB
Direction HES - Division RAS
A l'attention de M. Stéphane FATIS
84, avenue Jean Jaurès
Champs sur Marne
77447 Marne La Vallée Cedex 2 (France)

**Subject: Application for the complementary admission or extension of the right to use the
NF 076 - Sanitary Components mark (with representative)**

Dear Sir,

As the holder of the NF – Sanitary Components mark, for the product(s) of my manufacture, identified below:

- designation of the product(s):
- production unit:
- right of use granted on (date) and bearing the following number: *number of the valid certificate*

I am writing to apply for the right to use the NF mark for the following product/range of products we manufacture:

- detailed list of the product/range of products:....
- specific retail product name:...

(this information may be included in a list attached to this application)

For an extension application, please provide the information below:

This product deviates from the certified product/range of products due to the following modifications: <description of the modifications>.

The product/range of products for which I am seeking an extension will replace the certified product listed above:

NO (1)
YES (1)

I declare that the product/range of products covered by this application is/are, with relation to the other characteristics, strictly in conformity with the product/range of products 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 076 - Sanitary Components mark and I commit to conforming to them and to informing my commercial network throughout the duration of usage of the NF mark and, in particular, to complying with the decisions taken, with no restrictions or reservations, in accordance with the General Rules of the NF mark and with the certification reference system of the NF 076 - Sanitary Components mark.

And furthermore, I delegate to the Company (company name) (company legal form), (registered office), represented by (Mr/Ms)* (name of the legal representative) in that person's capacity as (position) to represent me in the European Economic Area for all questions relative to the use of the NF 076 – Sanitary Components mark.

I undertake to immediately notify CSTB of any new appointment of the representative designated above.

.../...

**NF certification system administrative management appendix -
Sanitary Components
Revision No.: 11**

For this purpose, 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
legal representative**

**Date and signature of the representative
in the European Economic Area ⁽²⁾**

(1) Delete inapplicable items

**STANDARD LETTER 3A
NF 076 – SANITARY COMPONENTS MARK**

MAINTENANCE APPLICATION FORM FOR THE RIGHT TO USE THE NF MARK

(to be drawn up on the holder's letterhead)

CSTB
Direction HES - Division RAS
A l'attention de M. Stéphane FATIS
84, avenue Jean Jaurès
Champs-sur-Marne
77447 Marne-La-Vallée Cedex 2 (France)

Subject: Application to maintain the right to use the NF 076 - Sanitary Components mark

Dear Sir,

I would like to apply to maintain the right to use the NF mark on products that are no different from those already covered by the mark other than by their brand names and/or their specific retail product names affixed thereto and, where applicable, by design changes that do not alter their certified features in any way whatsoever.

Identification of the products admitted to the NF mark		Brand name and/or specific retail product name requested by the distributor
Certificate no.	Name and reference of the holder's product	

The company that will distribute these products (distributor) under the brand name <new brand name requested> has the following contact information:

Name:

Address:

I agree to provide the above-mentioned distributor with the certification reference system for the NF 076 - Sanitary Components mark and, in particular, with the marking provisions laid down in § 2.5 of that certification reference system.

I commit myself to immediately inform CSTB of any changes made to the distribution of those products and, in particular, in the event of any supply discontinuation by the above-mentioned distributor.

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 076 – Sanitary Components mark and I commit to conforming to them and to informing my commercial network throughout the duration of usage of the NF mark and, in particular, to complying with the decisions taken, with no restrictions or reservations, in accordance with the General Rules of the NF mark and with the certification reference system of the NF 076 – Sanitary Components mark.

I authorise CSTB to inform the above-mentioned distributor of any sanctions placed in accordance with the certification reference system of the NF 076 – Sanitary Components mark, pertaining to the certified products hereby covered.

Please find attached a copy of the commitment sheet signed by the distributor, <name of Company>, to distribute under the brand name and/or the specific retail product name only those certified products that I have delivered to them.

Yours faithfully,

Date and signature of the legal representative of the holder (maintenance applicant)

**STANDARD LETTER 3B
NF 076 – SANITARY COMPONENTS MARK**

DISTRIBUTOR'S COMMITMENT SHEET (SIGN)
(to be drawn up on the distributor's letterhead)

I, the undersigned
 acting in my capacity as: (*MD, Chairman, CEO, etc.*)
 with headquarters at:
 SIRET No.:
 hereby agree:

- to make no technical changes, in particular, any affecting the nature and/or operational features of the certified products named below:

Identification of the products admitted to the NF mark		Brand name and/or specific retail product name requested by the distributor
Certificate no.	Name and reference of the holder's product	

- to make no alterations likely to modify the certified features of the products manufactured by the following company <holder> such as <specify alterations>. Any subsequent alteration must be reported beforehand to CSTB for approval and the holder must also have agreed;
- to not change the above-mentioned brand names and/or specific retail product names unless agreed with the holder of the right to use the NF mark and after having previously notified CSTB by registered letter with acknowledgement of receipt;
- to distribute <under the above-mentioned brand names> and/or the specific <retail product names> only those products delivered by <holder>;
- to not make any changes to the marking on the products in accordance with the provisions in the certification reference system of the NF 076 - Sanitary Components mark;
- to cooperate with CSTB in all verifications relating to the products covered by this document and to the sale of said products and to provide CSTB with all documentation that refers to these products;
- to apply the measures resulting from sanctions imposed in accordance with the certification reference system of the NF 076 - Sanitary Components mark;
- to pay the fees provided for in the NF mark price list and to effect all subsequent payments demanded from me in accordance with the certification reference system of the NF 076 - Sanitary Components mark;
- to inform the holder of any complaint(s) received pertaining to the certified products.

I declare that I am familiar with and accept the General Rules of the NF mark and the certification reference system of the NF 076 – Sanitary Components mark and I commit to conforming to them and to informing my commercial network throughout the duration of usage of the NF mark and, in particular, to complying with the decisions taken, with no restrictions or reservations, in accordance with the General Rules of the NF mark and with the certification reference system of the NF 076 – Sanitary Components mark.

Yours faithfully,

Date and signature of the legal representative of the distributor (maintenance beneficiary)

STANDARD LETTER 4A
NF 076 – SANITARY COMPONENTS MARK

**REQUEST TO RENOUNCE THE RIGHT TO USE THE NF MARK
FOR ANY APPLICANT SITUATED IN THE EUROPEAN ECONOMIC AREA**

(to be drawn up on the holder's letterhead)

CSTB
Direction HES - Division RAS
A l'attention de M. Stéphane FATIS
84 avenue Jean Jaurès
CHAMPS-SUR-MARNE
77447 MARNE LA VALLEE CEDEX 2 (France)

Subject: Request to renounce the right to use the NF 076 - Sanitary Components mark

Dear Sir,

As the holder of the NF – Sanitary Components mark, I wish to request withdrawal of the right to use the NF mark for the product(s) of my manufacture identified under the following references:

- designation of the product(s):
- manufacturing unit: (company name, address):
- brand name:
- trade reference:
- admission date to the NF 076 mark or certificate no.

for the following reasons:

Manufacturing is due to cease on:

Stocks of said NF-marked products are as follows:

The anticipated time it will take to deplete them is:

Yours faithfully,

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

STANDARD LETTER 4B
NF 076 – SANITARY COMPONENTS MARK

**REQUEST TO RENOUNCE THE RIGHT TO USE THE NF MARK
FOR ANY APPLICANT SITUATED OUTSIDE THE EUROPEAN ECONOMIC AREA**

(to be drawn up on the holder's letterhead)

CSTB
Direction HES - Division RAS
A l'attention de M. Stéphane FATIS
84 avenue Jean Jaurès
CHAMPS-SUR-MARNE
77447 MARNE LA VALLEE CEDEX 2 (France)

Subject: Request to renounce the right to use the NF 076 – Sanitary Components mark (with representative)

Dear Sir,

As the holder of the NF Mark – Sanitary Components, I wish to request withdrawal of the right to use the NF mark for the product(s) of my manufacture identified under the following references:

- designation of the product(s):
- manufacturing unit: (company name, address):
- brand name:
- trade reference:
- admission date to the NF 076 mark or certificate no.

for the following reasons:

Manufacturing is due to cease on:

Stocks of said NF-marked products are as follows:

The anticipated time it will take to deplete them is:

Yours faithfully,

Date and signature of the holder's legal representative

Date and signature of the representative in the European Economic Area

STANDARD LETTER 5A

NF 076 – SANITARY COMPONENTS MARK

**REQUEST TO SUSPEND THE RIGHT TO USE THE NF MARK
FOR ANY APPLICANT LOCATED IN THE EUROPEAN ECONOMIC AREA**

(to be drawn up on the holder's letterhead)

CSTB
Direction HES - Division RAS
A l'attention de M. Stéphane FATIS
84 avenue Jean Jaurès
CHAMPS-SUR-MARNE
77447 MARNE LA VALLEE CEDEX 2 (France)

Subject: Request to suspend the right to use the NF 076 - Sanitary Components mark

Dear Sir,

As the holder of the NF Mark – Sanitary Components, I wish to request suspension of the right to use the NF mark for the product(s) of my manufacture identified under the following references:

- designation of the product(s):
- manufacturing unit: (company name, address):
- brand name:
- trade reference:
- admission date to the NF 076 mark or certificate no.

for the following reasons:

for a maximum duration of 6 months, renewable once.

Manufacturing is due to cease on:

Stocks of said NF-marked products are as follows:

The anticipated time it will take to deplete them is:

Yours faithfully,

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

STANDARD LETTER 5B

NF 076 – SANITARY COMPONENTS MARK

**REQUEST TO SUSPEND THE RIGHT TO USE THE NF MARK
FOR ANY APPLICANT LOCATED OUTSIDE THE EUROPEAN ECONOMIC AREA**

(to be drawn up on the holder's letterhead)

CSTB
Direction HES - Division RAS
A l'attention de M. Stéphane FATIS
84 avenue Jean Jaurès
CHAMPS-SUR-MARNE
77447 MARNE LA VALLEE CEDEX 2 (France)

Subject: Request to suspend the right to use the NF 076 – Sanitary Components mark (with representative)

Dear Sir,

As the holder of the NF Mark – Sanitary Components, I wish to request suspension of the right to use the NF mark for the product(s) of my manufacture identified under the following references:

- designation of the product(s):
- manufacturing unit: (company name, address):
- brand name:
- trade reference:
- admission date to the NF 076 mark or certificate no.

for the following reasons:

for a maximum duration of 6 months, renewable once.

Manufacturing is due to cease on:

Stocks of said NF-marked products are as follows:

The anticipated time it will take to deplete them is:

Yours faithfully,

Date and signature of the holder's legal representative

Date and signature of the representative in the European Economic Area

**STANDARD SHEET 1
NF 076 – SANITARY COMPONENTS MARK**

GENERAL INFORMATION SHEET

APPLICANT or DISTRIBUTOR (for maintaining the right of use):

- Company name: _____
- Address: _____
- Country: _____
- Telephone: _____
- SIRET No. (1): _____ NAF Code (1): _____
- Name and capacity of the legal representative (2): _____
- Name and capacity of the correspondent (if other): _____
- VAT identification number (3): _____
- Email address: _____
- Website: _____
- Certified quality management system (4): ISO 9001

MANUFACTURER (if different from the manufacturing plant):

- Company name: _____
- Address: _____
- Country: _____
- Telephone: _____
- SIRET No. (1): _____ NAF Code (1): _____
- Name and capacity of the legal representative (2): _____
- Name and capacity of the correspondent (if other): _____
- VAT identification number (3): _____
- Email address: _____
- Website: _____

REPRESENTATIVE (if requested):

- Company name: _____
- Address: _____
- Country: _____
- Telephone: _____
- SIRET No. (1): _____ NAF Code (1): _____
- Name and capacity of the legal representative (2): _____
- Name and capacity of the correspondent (if other): _____
- VAT identification number (3): _____
- Email address: _____
- Website: _____

CONSULTANCY SERVICES:

If CSTB has undertaken any consultancy work for your company in the 2 years prior to this admission application, please specify:

- The designation of the consultancy service:
- The name of your contact at CSTB:

(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 2
NF 076 – SANITARY COMPONENTS MARK

SAMPLE MANDATE

REPRESENTATIVE in the European Economic Area (for applicants situated outside the E. E. A.):

- Registered name:
- Address:
- Country:
- Name and capacity of legal representative (1):
- Name and capacity of the correspondent (if other):
- Telephone:
- Email:

Description of the representative's functions to be included in the mandate between the applicant/holder and the representative

Applicant/Holder:

Representative:.....

Minimum requirements that must appear in the mandate:

- assignments and related responsibilities
- financial aspects
- complaints
- contact at the certifying body

Initial agreement date:
Modification dates: Purpose of the modification:
1 –
2 –
3 –

Signature of the applicant/holder:

Signature of the representative:

(1) The legal representative is the individual legally responsible for the company.

**STANDARD SHEET 3
NF 076 – SANITARY COMPONENTS MARK**

CONTRACT SHEET

A sheet is provided to define the contractual links that exist between the applicant and the various providers of supplies and services to which they subcontract one or more aspects, mentioned in paragraph 1.1.2 of this document.

The sheet must be updated when there are any modifications made to the contracts or changes to the provider of supplies and services. It is sent to CSTB.

A sheet must be prepared for each provider of supplies and services and for each of the aspects defined in paragraph 1.1.2 of this document.

Applicant/Holder:

Service provider:.....

Identification of the service:

Design	<input type="checkbox"/>
Production	<input type="checkbox"/>
Finished product inspection	<input type="checkbox"/>

Minimum requirements that must appear in the contract:

- the service provider's commitment to comply with the requirements of the NF – Sanitary Components application certification rules concerning it;
- the methods used by the applicant/holder in concert with the service provider to manage customer complaints;
- the methods used by the applicant/holder to manage inter-provider complaints;
- as part of the design work, the intellectual property rights holder shall be designated; they shall inform the applicant/holder of any changes in the design drawings;
- the service provider's commitment to inform the applicant/holder of any changes to its system for managing quality and, particularly, to inform them of any non-conformities detected during the internal quality assurance operations or during the external audits;
- the applicant/holder's commitment to be represented during the audits for admission and during monitoring of NF Certification.

Contract number:

DOCUMENTS TO BE SUPPLIED:

- copy of the contract in French or in English;

Date of preparation of this information sheet:		
Modification dates:	1 –	Purpose of the modification:
	2 –	
	3 –	
	...	

<p style="text-align: center;">STANDARD SHEET 4 NF 076 – SANITARY COMPONENTS MARK</p>

List of information to supply:

PRODUCTION SITE ORGANISATION CHART

MANUFACTURING AND QUALITY SYSTEM FLOW CHART

- Description of the various manufacturing stations;
- Description of the quality assurance plans.

**STANDARD SHEET 5
NF 076 – SANITARY COMPONENTS MARK**

DESCRIPTION OF THE PRODUCTS AND PROCESSES

- a) For the following product family:
- inlet valves for flushing cisterns;

Use standard sheet 5-1.

- b) For the following product family:
- outlet mechanisms for WC flushing cisterns;

Use standard sheet 5-2.

- c) For the following product family:
- floor gullies;

Use standard sheet 5-3.

STANDARD SHEET 5.1 – DESCRIPTION OF THE PRODUCTS AND PROCESSES

FAMILY: INLET VALVES FOR FLUSHING CISTERNS

PRODUCT

Range	Reference	Name	Assembly method	Water level
		<input type="checkbox"/> 3/8 <input type="checkbox"/> 1/2	<input type="checkbox"/> For side-feed cisterns - Side - Rear <input type="checkbox"/> For bottom-entry cisterns <input type="checkbox"/> With hose - associated cistern:..... - material:.....	<input type="checkbox"/> Fixed <input type="checkbox"/> Adjustable

PROCESS

Operation		Person responsible for carrying out the operation		Responsibility (applicant or subcontractor)
		Applicant	Subcontractor	
Design			<i>(name of the company)</i>	
Production	Injection			
	Inspection during production			
	Assembly			
	Inspection during assembly			
	Checks on finished products			
Distribution				

STANDARD SHEET 5.2 – DESCRIPTION OF THE PRODUCTS AND PROCESSES

FAMILY: OUTLET MECHANISMS FOR WC FLUSHING CISTERNS

PRODUCT

Range	Reference	Type	Flush volume	Type of control
.....	<input type="checkbox"/> Universal <input type="checkbox"/> Specialised associated cistern:	<input type="checkbox"/> Single 6L volume <input type="checkbox"/> Single 9L volume <input type="checkbox"/> Dual 6/9L volume <input type="checkbox"/> Dual 6/3L volume <input type="checkbox"/> Dual 5/3L volume	<input type="checkbox"/> Single control <input type="checkbox"/> Dual control <input type="checkbox"/> Push button <input type="checkbox"/> Lift knob

Residual	Water saving	Diam. to drill in cover	Type of overflow tube	Flush
<input type="checkbox"/> Adjustable - Range: <input type="checkbox"/> Fixed <input type="checkbox"/> Adjustable	<input type="checkbox"/> Adjustable - Range: <input type="checkbox"/> Fixed	<input type="checkbox"/> :	<input type="checkbox"/> Integrated <input type="checkbox"/> Separate	<input type="checkbox"/> Total <input type="checkbox"/> Can be stopped <input type="checkbox"/> Dual flush

Valve seal	Overlap range	Overflow tube level modification	Cord mechanism
<input type="checkbox"/> vulcanised rubber <input type="checkbox"/> thermoplastic elastomer <input type="checkbox"/> cellular material in vulcanised rubber <input type="checkbox"/> moulded polyurethane <input type="checkbox"/> silicone	min. H: and max. H:	<input type="checkbox"/> Adjustable <input type="checkbox"/> Fixed	<input type="checkbox"/> : length

PROCESS

Operation	Person responsible for carrying out the operations		Responsibility (applicant or subcontractor)
	Holder	Subcontractor	
Design			
Production	Injection		
	Inspection during production		
	Assembly		
	Inspection during assembly		
	Checks on finished products		
Distribution			

STANDARD SHEET 5.3 – DESCRIPTION OF THE PRODUCTS AND PROCESSES

FAMILY: FLOOR GULLIES

PRODUCT

Range	Reference	Type	Characteristics
		<input type="checkbox"/> floor to be tiled <input type="checkbox"/> shower tray ready to be tiled <input type="checkbox"/> for flexible plastic floor covering <input type="checkbox"/> gully	<input type="checkbox"/> no side water ingress <input type="checkbox"/> with side water ingress <input type="checkbox"/> no waterproofing membrane <input type="checkbox"/> with waterproofing membrane: - not integrated <input type="checkbox"/> - integrated <input type="checkbox"/>

Place of use	Use	Associated grating	Gully component
<input type="checkbox"/> kitchen <input type="checkbox"/> water closet <input type="checkbox"/> other...	<input type="checkbox"/> shared <input type="checkbox"/> domestic		<i>example: grating, frame, basket, extension, clamp, companion flange, waterproofing plate, connection plate, dip tube, gully body, waterproofing membrane,</i> <i>if other elements, please define</i>

PROCESS

Operation		Person responsible for carrying out the operations		Responsibility (applicant or subcontractor)
		Holder	Subcontractor	
Design				
Production	Injection			
	Inspection during production			
	Assembly			
	Inspection during assembly			
	Checks on finished products			
Distribution				

<p>STANDARD SHEET 6 NF 076 – SANITARY COMPONENTS MARK</p>
--

DESCRIPTION OF THE LABORATORY

Description of the inspection laboratory:

- Available equipment
- Staff assigned

**STANDARD SHEET 7
NF 076 – SANITARY COMPONENTS MARK**

SPECIFIC ITEMS THAT ALL APPLICANTS (INDUSTRIALISTS, IMPORTERS, DISTRIBUTORS, ETC.) MUST PRODUCE AS PART OF A NEW ADMISSION APPLICATION WHEN THE USAGE RIGHT HAS BEEN WITHDRAWN AS A RESULT OF A SANCTION

1. Case of deceptive marketing practices, in application of Articles L 121-2 to L 121-5 and subsequent articles from the Consumer Code, and of deception in application of Article L 433-9 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	AS A MINIMUM, PROOF TO BE SUPPLIED BY THE CSTB APPLICANT SHOWING THE ACTIONS THEY HAVE UNDERTAKEN TO FULLY ADDRESS AND REMEDY THE CAUSES AND CONSEQUENCES	VALIDITY OF THE PROOF RECEIVED
CURATIVE ACTIONS	<ul style="list-style-type: none"> • A list of those affected, including full contact details (customers, prospects, technical controllers, etc.), who have received false attestations/false certificates; failing that, a list of those affected (customers, prospects, technical controllers, etc.) who have been contacted over the preceding 24 months. 	<input type="checkbox"/> List sent <input type="checkbox"/> List not sent <i>Comments:</i>
	<ul style="list-style-type: none"> • A list of customers, including full contact details, who have taken delivery of inappropriately marked products or who have been presented with the certification mark(s); failing that, a list of customers during the preceding 24 months. 	<input type="checkbox"/> List sent <input type="checkbox"/> List not sent <i>Comments:</i>
	<ul style="list-style-type: none"> • Letter written by the Applicant's manager informing those affected of the invalidity of the false attestations/false certificates they were sent. 	<p><i>CSTB will verify that this action has been carried out by contacting 5% of those affected or at least 5 customers and technical controllers.</i></p> <input type="checkbox"/> Letter of information duly implemented and corroborated by those affected <input type="checkbox"/> Letter of information not implemented or partially implemented <i>Comments:</i>
	<ul style="list-style-type: none"> • Letter written by the Applicant's manager informing the customers of products that are inappropriately marked or products bearing the certification mark(s). 	<p><i>CSTB will verify that this action has been carried out by contacting 5% of the customers or at least 5 customers.</i></p> <input type="checkbox"/> Letter of information duly implemented, corroborated by those affected <input type="checkbox"/> Letter of information not implemented or partially implemented <i>Comments:</i>
	<ul style="list-style-type: none"> • 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 relevant <input type="checkbox"/> Action not relevant <i>Comments:</i>

**NF certification system administrative management appendix -
Sanitary Components
Revision No.: 11**

ACTIONS	AS A MINIMUM, PROOF TO BE SUPPLIED BY THE CSTB APPLICANT SHOWING THE ACTIONS THEY HAVE UNDERTAKEN TO FULLY ADDRESS AND REMEDY THE CAUSES AND CONSEQUENCES	VALIDITY OF THE PROOF RECEIVED
CORRECTIVE ACTIONS	<ul style="list-style-type: none"> • 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 relevant <input type="checkbox"/> Proof not relevant <i>Comments:</i>
	<ul style="list-style-type: none"> • Ethical rules. 	<input type="checkbox"/> Defined <input type="checkbox"/> Not defined <i>Comments:</i>
	<ul style="list-style-type: none"> • Commitment by all the 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 <i>Comments:</i>
	<ul style="list-style-type: none"> • 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 <i>Comments:</i>
	<ul style="list-style-type: none"> • Letter from the company manager committing to: * grant the CSTB auditor access to the contact details of all those in receipt of proposals so that a sample of the items received can be examined by CSTB for a period of two years; * agree to being invoiced for two additional auditing days over the course of the year at the applicable rate; Note: the purpose of this audit is to verify the effective implementation of the actions on a documentary and <i>in situ</i> basis. 	<input type="checkbox"/> Letter of commitment available <input type="checkbox"/> Letter of commitment not available <i>Comments:</i>
	<ul style="list-style-type: none"> • grant the CSTB auditor access to the full contact details of all those having received proposals so that a sample of the items received can be examined by CSTB for a period of two years. 	<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 ACTIONS	<ul style="list-style-type: none"> • Where applicable, proof of diffusion of the ethical charter in the company's subsidiaries. 	<input type="checkbox"/> proof relevant <input type="checkbox"/> proof not relevant <i>Comments:</i>

- 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):
DATE: __/__/____ SIGNATURE:

VALIDATED BY THE OPERATIONS DIRECTOR (name):
DATE: __/__/____ SIGNATURE:

Part 4 Prices

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

NF certification includes the following services:

- Development and implementation of an application;
- Examination of the certification application;
- Processing of the certification application;
- Testing;
- Audits;
- Inspections in retail sites;
- Right to use the NF mark;
- Complementary or supplementary checks;
- Promotion.

4.1 Services relating to NF certification

Nature of the service	Definition of the service	General terms and conditions
Development and implementation of an application.	Participation in the implementation of the NF mark, including the preparation of the certification reference system.	This service is paid for by the applicant when they make their initial application for the right to use the NF mark. The fee for this service remains due even if the right to use the NF mark is not awarded or if the application is withdrawn during the examination.
Examination of the certification application.	Services including examination of the application dossiers, the relationships with the applicants, laboratories and auditors and the assessment of the results of the checks.	These services are invoiced when the application is received. It is a single flat amount. The fee for these services remains due even if the right to use the NF mark is not awarded or if the application is abandoned during the examination.
Processing of the certification application.	Services involving processing the dossiers of certified products and of their holders, preparing lists of certified products, assessing the results of the verifications.	These fees are invoiced annually, starting from the year following the year in which the party was first awarded the NF mark. Annual administration fees remain due even if the right to use the NF mark is suspended or withdrawn from the holder during the year.
Testing	Laboratories' testing services.	The laboratories' price lists are provided upon request. The fee for these services remains due even if the right to use the NF mark is not awarded or if the application is abandoned during the examination.

**NF 076 mark certification system administrative management appendix -
Sanitary Components
Revision No.: 11**

Nature of the service	Definition of the service	General terms and conditions
Audit	Services including preparation for the audit, the audit itself as well as the report. Travel expenses are to be added to these services.	The fee for these services remains due even if the right to use the NF mark is not awarded or renewed.
Inspections in retail sites	Services involving verification of use of the NF Mark in catalogues, websites, etc. and sampling products, when available, for testing in the NF Mark laboratory.	
Right to use the NF mark	This usage right contributes to: <ul style="list-style-type: none"> - protection of the NF mark: registration and protection of the mark, legal counsel, appeals process and dealing with wrongful usage (justice costs); - the generic promotion of the NF mark; - the general operation of the NF mark (management of the NF mark bodies, quality system, etc.). 	The annual fee for using the NF mark is invoiced to the holder after certification of a product. The fee for using the NF mark is considered earned even if the right to use the NF mark is withdrawn or suspended during the year.
Complementary/supplementary checks.	Services required by the additional checks or complementary verification tests that may prove necessary following insufficiencies or anomalies detected by the current verifications.	These services are to be borne by the applicant/holder according to the prices in force, provided upon request.
Promotion	Sector promotion actions to promote the NF mark.	The fee for this service is specified each year and invoiced in addition to the other services.

4.2 Paying for the services

The registration fee and the costs relative to the services of examination and audit, invoiced as part of an admission or extension application of the right to use the NF mark are payable in a single payment, at the time the application is submitted, for its official registration.

These fees remain payable even if the right to use the NF mark is not awarded or renewed.

The fees for the annual services pertaining to follow-up and 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.

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.

In case an initial notification by registered letter, with acknowledgement of receipt, should not result, within one month, in the payment of all the sums due, all sanctions provided for in the General Rules of the NF mark may be applied for all the products accepted for that holder.

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

As regards 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

Prices are reviewed annually, in the form of a price list drawn up by CSTB. This revision is communicated to 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.