



SANITARY TAPWARE

CERTIFICATION

NF certification system Administrative Management Appendix 1: Sanitary tapware



Identification No.: NF077
Revision No.: 19
Effective Date: 02/04/2019

NF Certification System Administrative Management Appendix 1
Sanitary Tapware
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Part 1

Obtaining certification

1.1 Lodging an initial admission application

1.1.1 SUBMISSION OF THE APPLICATION DOSSIER

The application shall be submitted in accordance with the conditions and templates provided in Part 3 of this document (paragraph 3.1).

If the product comes from a manufacturing plant located outside the European Economic Area, 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), 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 performed;
- the assessment (audits and tests) is carried out;
- 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 dossier are included;
- elements contained in the technical file respect the requirements in the certification reference system.

The application can only be considered if:

Case A: The applicant performs and has control over the following 3 processes.

DESIGN: The design process includes at least:

- the design;
- monitoring;
- and the dissemination of technical documents defining the products (detailed plans, general plans, parts lists and lists of materials).

MANUFACTURE: The manufacturing process includes at least:

- inspection of receipt (of raw materials, components and sub-assemblies) and documentary follow-up;
- final product assembly;
- in-production inspection in accordance with the requirements of the product-specific certification reference system;
- packaging.

MONITORING: The monitoring process includes:

- testing of finished products in accordance with the requirements of the product-specific certification reference system.

The applicant belonging to a group may entrust the design, manufacture or in-production inspection and inspection of finished products to another group entity. The applicant shall remain responsible for all the operations and for their coherence.

Case B: The applicant only carries out the design.

Manufacture and finished product inspection must be carried out by an NF mark holder. Processes not carried out by the applicant shall be covered by a contract defining the respective responsibilities with the service provider. In this case, the application shall be processed as an application for maintenance of the right of use. The application shall be presented in accordance with the conditions and templates provided in Part 3.

Standard letter 4 if the application is filed by a designer.

Case C: The applicant only carries out the design and inspection of the finished product.

Manufacture must be carried out by an NF mark holder. The process not carried out by the applicant shall be covered by a contract defining the respective responsibilities with the service provider. In this case, the application shall be processed as an application for maintenance of the right of use. The application shall be presented in accordance with the conditions and templates provided in Part 3.

Standard letter 4 if the application is filed by a designer/inspector.

The application 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 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 out in Part 2 of this certification reference system;
- the inspections and tests for the products covered by the application and specified in this certification reference system and the technical documents relating to the product families, are implemented;
- 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 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.

They may be supplemented with further evaluations, e.g. an analysis of inspection records following the audit, an assessment of the capabilities of the holder's technical support, etc.

A report is to be drafted following those evaluations: audit report, test report, etc.

Should a requirement in this reference system not be met, then the reports are to be accompanied by deviation sheets if necessary, including a request to be submitted within a prescribed time span for a proposed corrective action by the applicant.

The reports may mention weak points. Those points indicate departures from the optimal product/service performance. They do not require any corrective actions. However, they are analysed as part of the next

evaluation, and may be reclassified as deviations in the event of departures leading to non-respect of the requirements laid out in the reference system.

1.1.4 ASSESSMENT REVIEW AND DECISION

CSTB assesses the test and audit 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 analysis of the reports.

For each irregularity, the applicant 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 may ask for an additional inspection to be carried out in order to verify that corrective actions have been taken (partial or complete audit and/or testing/document verification).

CSTB may present an anonymous summary of all assessment 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 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 include a validity date.

Applicants can contest the decision taken by sending a request in accordance 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 right to use the NF mark.

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

1.2 Complementary admission application

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 3.2).

1.3 Extension application

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).

1.4 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 with no functional effect on the affected products. 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 for each new version.

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 this certification reference system;
- update their certification file using the templates supplied in Part 3 of this appendix;
- always 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;
- inspections (including sampling) may be carried out at retail outlets.

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

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

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

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.

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

- whether or not the holder is ISO 9001 certified, in compliance with Part 2 of this certification reference system;
- decisions made as a result of previous inspections (audits and tests);
- any applicable simplifications.

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 test and audit 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 analysis of the reports.

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.

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CSTB may anonymously submit to the Specific Committee, for approval, a summary of all the assessment results and the assessment conclusions.

Depending on the results of all the inspections, 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 apply a penalty in accordance with the General Rules of the NF mark.

In the event of a penalty, this penalty will be applicable as of the notification date. The choice of sanction depends on the severity of the observed deviation. 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.

The holders and their distributors benefitting from maintenance of the right of use are each responsible for the right to use the NF mark, in relation to the product under consideration, and undertake to apply the measures resulting from the penalties, decided upon in conformity with this certification reference system.

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 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 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. **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 shall designate a representative within the European Economic Area who co-signs the application.

For the processing of an application for a product which 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 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.

Summary Applications Table

Type of Application Component	Admission	Complementary admission or Extension	Admission following a penalty of withdrawal	Maintenance of right of use	Renunciation application	Suspension application
Application and commitment letter	Standard letter 1A or 1B (for a representative)	Standard letter 2A or 2B (for a representative)	Standard letter 1A or 1B (for a representative)	Standard letter 3 A to be completed by the holder + Distributor signature 3 B	Standard letter 4A or 4B (for a representative)	Standard letter 5A or 5B (for a representative)
Standard general information sheet	Standard sheet 1A or 1B	If different from the admission file	Standard sheet 1A or 1B	Standard sheet 1A		
Representative contract	If applicable Standard sheet 2	If applicable Standard sheet 2	If applicable Standard sheet 2			
Service provider contract	If applicable Standard sheet 3 (see §1.1.2 "admissibility of application")	If applicable Standard sheet 3				
Production site organisation chart	Standard sheet 4	If modified Standard sheet 4				
Manufacturing flowchart	Standard sheet 5	If modified Standard sheet 5	Standard sheet 5			
Description of the laboratory	Standard sheet 6	If modified Standard sheet 6				
Specific items following a penalty			Standard sheet 7			
General layout and parts list	YES	If applicable	YES	Only for the modifications made		
Sales literature	YES	If applicable	YES	Instructions or extract from the catalogue		
ACS	If applicable	If applicable	If applicable	If applicable		

3.1 For an initial admission application

The applicant shall prepare a dossier which includes:

- an application and commitment letter in accordance with standard letter 1 A;
- **if representative**: application and commitment letter as per standard letter 1 B;
- a general information sheet about the applicant, using standard sheet 1 A;
- **if representative**: a general information sheet concerning the applicant, as per standard sheet 1 B.
- 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 manufacturing flowchart as per standard sheet 5;
 - a general plan with parts list per product or per product range;
 - if concerned, the Attestation of Sanitary Conformity.
 - technical and sales documentation;
 - ...
- a description of the laboratory as per standard sheet 6;

3.2 For a complementary admission application

The holder shall prepare a file containing the following:

- an application and commitment letter from the holder based on standard letter 2 A;
- **if representative**: holder application and commitment letter as per standard letter 2 B;
- if modification, a general information sheet concerning the applicant, as per standard sheet 1 A;
- **if modification and representative**: a general information sheet concerning the applicant, as per standard sheet 1 B;
- 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;
- if modification, a manufacturing flowchart as per standard sheet 5:
 - a general plan with parts list per product or per product range;
 - if concerned, the Attestation of Sanitary Conformity.
 - technical and sales documentation;
 - ...
- if modification, a description of the laboratory as per standard sheet 6;

3.3 For an extension application

The holder shall prepare a file containing the following:

- an application and commitment letter from the holder based on standard letter 2A;
- **if representative**: holder application and commitment letter as per standard letter 2 B;
- 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;
- if modification, a manufacturing flowchart as per standard sheet 5:
 - a general plan with parts list per product or per product range;
 - if concerned, the Attestation of Sanitary Conformity.
 - technical and sales documentation;
 - ...
- if modification, a description of the laboratory as per standard sheet 6;

3.4 For a maintenance application

The holder shall prepare a file containing the following:

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

3.5 For a new admission application following withdrawal of the right to use the NF mark

The holder shall prepare a file containing the following:

- an application and commitment letter in accordance with standard letter 1 A;
- **if representative**: application and commitment letter of the applicant as per standard letter 1 B;
- a general information sheet about the applicant, using **standard sheet 1 A**;
- **if representative**: a general information sheet concerning the applicant, as per standard sheet 1 B;
- if applicable, a mandate sheet as per standard sheet 2;
- a manufacturing flowchart as per standard sheet 5:
 - a general plan with parts list per product or per product range;
 - if concerned, the Attestation of Sanitary Conformity.
 - technical and sales documentation;
 - ...
- specific items that all applicants must submit as part of a new admission application where the right of use has been withdrawn as a result of a sanction, using standard sheet 7.

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

The holder shall prepare a file containing the following:

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

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

The holder shall prepare a file containing the following:

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



STANDARD LETTER 1 A
NF077 MARK - SANITARY TAPWARE

(to be drawn up on the applicant's headed paper)

APPLICATION FORM FOR THE RIGHT TO USE THE NF MARK
FOR APPLICANTS LOCATED IN THE EUROPEAN ECONOMIC AREA

For the attention of Mr Laurent Rousseau
Division Robinetterie et Appareils Sanitaires (Tapware and
Sanitaryware Division)
Direction HES
CSTB
84 avenue Jean Jaurès - CHAMPS-SUR-MARNE
F-77447 MARNE LA VALLEE CEDEX 2 (France)

Subject: **Admission application for the right to use the NF 077 - Sanitary Tapware mark**

Attachment(s): a technical file.

Dear Sir, Madam,

I am writing 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: (trademark and/or specific trade reference, 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 for NF marking and the certification reference system of the NF – Sanitary Tapware mark and I undertake to comply with them and to inform my commercial network throughout the duration of usage of the NF mark and, in particular, to comply with the decisions made, with no restrictions or reservations, in accordance with the General Rules for NF marking and with the certification reference system of the NF 077 – Sanitary Tapware mark.

Yours faithfully,

Date, signature and name in full of the applicant's legal representative



STANDARD LETTER 1 B
NF077 MARK - SANITARY TAPWARE

(to be drawn up on the applicant's headed paper)

APPLICATION FORM FOR THE RIGHT TO USE THE NF MARK
FOR APPLICANTS LOCATED OUTSIDE OF THE EUROPEAN ECONOMIC AREA

For the attention of Mr Laurent Rousseau
Division Robinetterie et Appareils Sanitaires (Tapware and
Sanitaryware Division)
Direction HES
CSTB
84 avenue Jean Jaurès - CHAMPS-SUR-MARNE
F-77447 MARNE LA VALLEE CEDEX 2 (France)

Subject: Admission application for the right to use the NF 077 – Sanitary Tapware mark (with representative)

Attachment(s): a technical file.

Dear Sir, Madam,

I am writing 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: (trademark and/or specific trade reference, 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 for NF marking and the certification reference system of the NF – Sanitary Tapware mark and I undertake to comply with them and to inform my commercial network throughout the duration of usage of the NF mark and, in particular, to comply with the decisions made, with no restrictions or reservations, in accordance with the General Rules for NF marking and with the certification reference system of the NF 077 – Sanitary Tapware mark.

And furthermore, I hereby appoint 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 matters relative to the use of the NF 077 – Sanitary Tapware mark.

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, signature and name in full of the applicant's legal representative preceded by the handwritten wording “Approving representation.”

Date, signature and name in full of the representative in the European Economic Area preceded by the handwritten wording “Accepting representation.”



STANDARD LETTER 2 A
NF077 MARK - SANITARY TAPWARE

APPLICATION FOR COMPLEMENTARY ADMISSION OR EXTENSION OF THE RIGHT TO USE THE NF MARK FOR APPLICANTS LOCATED WITHIN THE EUROPEAN ECONOMIC AREA

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

For the attention of Mr Laurent Rousseau
Division Robinetterie et Appareils Sanitaires (Tapware and Sanitaryware Division)
Direction HES
CSTB
84 avenue Jean Jaurès - CHAMPS-SUR-MARNE
F-77447 MARNE LA VALLEE CEDEX 2 (France)

Purpose **Application for complementary admission or extension of the right to use the NF 077 - Sanitary Tapware mark**

Attachment(s): a technical file.

Dear Sir, Madam,

As the holder of the NF – Sanitary Tapware mark, for the product(s) of our 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 trade reference:

(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 for NF marking and the certification reference system of the NF - Sanitary Tapware mark and I commit to comply with them and to inform my commercial network throughout the duration of usage of the NF mark and, in particular, to comply with the decisions made, with no restrictions or reservations, in accordance with the General Rules for NF marking and with the certification reference system of the NF 077 - Sanitary Tapware mark.

Yours faithfully,

Date and signature of the legal representative of the applicant/holder

(1) Delete inapplicable items



STANDARD LETTER 2 B
NF077 MARK - SANITARY TAPWARE

APPLICATION FORM FOR COMPLEMENTARY ADMISSION OR EXTENSION OF THE RIGHT TO USE THE NF MARK FOR APPLICANTS LOCATED OUTSIDE OF THE EUROPEAN ECONOMIC AREA

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

For the attention of Mr Laurent Rousseau
Division Robinetterie et Appareils Sanitaires (Tapware and Sanitaryware Division)
Direction HES
CSTB
84 avenue Jean Jaurès - CHAMPS-SUR-MARNE
F-77447 MARNE LA VALLEE CEDEX 2 (France)

Subject: **Complementary admission application for the right to use the NF 077 – Sanitary Tapware mark with a representative**

Attachment(s): a technical file.

Dear Sir, Madam,

As the holder of the NF Mark – Valves-Hydraulic Fountain Fittings, for product(s) of our 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 trade reference:

(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.

(1) Delete as appropriate

For that purpose, I declare that I am familiar with and accept the General Rules for NF marking and the certification reference system of the NF - Sanitary Tapware mark and I commit to comply with them and to inform my commercial network throughout the duration of usage of the NF mark and, in particular, to comply with the decisions made, with no restrictions or reservations, in accordance with the General Rules for NF marking and with the certification reference system of the NF 077 - Sanitary Tapware mark.

And furthermore, I appoint 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 matters relative to the use of the NF – Sanitary Tapware mark.

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 shall 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, signature and name in full of the applicant's legal representative preceded by the handwritten wording "Approving representation."

Date, signature and name in full of the representative in the European Economic Area preceded by the handwritten wording "Accepting representation."



STANDARD LETTER 3 A FOR THE HOLDER/MANUFACTURER
NF077 MARK - SANITARY TAPWARE

APPLICATION TO MAINTAIN THE RIGHT TO USE THE NF MARK

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

For the attention of Mr Laurent Rousseau
 Division Robinetterie et Appareils Sanitaires (Tapware
 and Sanitaryware Division)
 Direction HES
 CSTB
 84 avenue Jean Jaurès - CHAMPS-SUR-MARNE
 F-77447 MARNE LA VALLEE CEDEX 2 (France)

Subject: Application to maintain the right to use the NF 077 - Sanitary Tapware mark

Dear Sir, Madam,

I am writing 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 trademarks and/or their specific trade references 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		Trademark and/or specific trade reference requested by the distributor
Certificate No.	Name and reference of the holder's product	

The contact information of the company that will distribute these products (distributor) under the following brand name *<new brand name requested>* is as follows:

Name:

Address:

I undertake to provide the above-mentioned distributor with the certification reference system for the NF077 - Sanitary Tapware mark and, in particular, with the marking provisions established in §2.6 of such certification reference system.

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

For that purpose, I declare that I am familiar with and accept the General Rules for NF marking and the certification reference system of the NF 077 - Sanitary Tapware mark and I undertake to comply with them and to inform my commercial network throughout the duration of usage of the NF mark and, in particular, to comply with the decisions made, with no restrictions or reservations, in accordance with the General Rules for NF marking and with the certification reference system of the NF 077 - Sanitary Tapware mark.

I authorise CSTB to inform the above-mentioned distributor of any penalties applied in accordance with the certification reference system of the NF077 – Sanitary Tapware mark, pertaining to the certified products hereby covered.

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

Yours faithfully,

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



STANDARD LETTER 3 B FOR THE HOLDER/DISTRIBUTOR (continued)
NF077 MARK - SANITARY TAPWARE

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

DISTRIBUTOR'S COMMITMENT SHEET (SIGN)

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

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

Identification of the products admitted to the NF mark		Trademark and/or specific trade reference 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;
- not to change the above-mentioned trademarks and/or specific trade references, 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 brand names> and/or <retail product names> mentioned above only the products delivered by the company <holder>;
- not to make any changes to the marking on the products in accordance with the provisions in the certification reference system of the NF077 – Sanitary Tapware 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 NF077 – Sanitary Tapware mark;
- to pay the fees provided for in the NF mark price list and to make all subsequent payments demanded from me in accordance with the certification reference system of the NF077 – Sanitary Tapware mark;
- to inform the holder of any complaint received with regard to the certified products.

I declare that I am familiar with and accept the General Rules for NF marking and the certification reference system of the NF 077 – Sanitary Tapware mark and I undertake to comply with them and to inform my commercial network throughout the duration of usage of the NF mark and, in particular, to comply with the decisions made, with no restrictions or reservations, in accordance with the General Rules for NF marking and with the certification reference system of the NF 077 – Sanitary Tapware mark.

Yours faithfully,

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



STANDARD LETTER 4 A
NF077 MARK - SANITARY TAPWARE

REQUEST TO RENOUNCE THE RIGHT TO USE THE NF MARK
FOR APPLICANTS LOCATED WITHIN THE EUROPEAN ECONOMIC AREA

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

For the attention of Mr Laurent Rousseau
Division Robinetterie et Appareils Sanitaires (Tapware
and Sanitaryware Division)
Direction HES
CSTB
84 avenue Jean Jaurès
CHAMPS-SUR-MARNE
77447 MARNE LA VALLEE CEDEX 2 (France)

Subject: **Request to renounce the right to use the NF 077 - Sanitary Tapware mark**

Dear Sir, Madam,

As the holder of the NF – Sanitary Tapware mark, I wish to renounce the right to use the NF mark for the product(s) of our manufacture identified under the following references:

- designation of the product(s):
- manufacturing unit: (company name, address):
- brand name:
- commercial reference:
- date of admission for the NF077 mark or admission No.:

for the following reasons:

-

Manufacturing is due to cease on:

Stocks of said NF-marked products are as follows:

The expected time for their depletion is:

Yours faithfully,

Date and signature of the holder's legal representative

STANDARD LETTER 4 B

NF077 MARK - SANITARY TAPWARE

**REQUEST TO RENOUNCE THE RIGHT TO USE THE NF MARK WITH A REPRESENTATIVE
FOR APPLICANTS LOCATED OUTSIDE OF THE EUROPEAN ECONOMIC AREA**

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

For the attention of Mr Laurent Rousseau
Division Robinetterie et Appareils Sanitaires (Tapware
and Sanitaryware Division)
Direction HES
CSTB
84 avenue Jean Jaurès
CHAMPS-SUR-MARNE
77447 MARNE LA VALLEE CEDEX 2 (France)

Subject: **Request to renounce the right to use the NF 077 – Sanitary Tapware mark with a representative**

Dear Sir, Madam,

As the holder of the NF – Sanitary Tapware mark, I wish to renounce the right to use the NF mark for the product(s) of our manufacture identified under the following references:

- designation of the product(s):
- manufacturing unit: (company name, address)
- brand name:
- commercial reference:
- date of admission for the NF077 mark or admission No.:

for the following reasons:

Manufacturing is due to cease on:

Stocks of said NF-marked products are as follows:

The expected time for their depletion 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 5 A
NF077 MARK – SANITARY TAPWARE

REQUEST TO SUSPEND THE RIGHT TO USE THE NF MARK
FOR APPLICANTS LOCATED WITHIN THE EUROPEAN ECONOMIC AREA

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

For the attention of Mr Laurent Rousseau
Division Robinetterie et Appareils Sanitaires (Tapware and
Sanitaryware Division)
Direction HES
CSTB
CHAMPS-SUR-MARNE
77447 MARNE LA VALLEE CEDEX 2 (France)

Subject: Request to suspend the right to use the NF 077 - Sanitary Tapware mark

Dear Sir, Madam,

As the holder of the NF – Sanitary Tapware mark, I would like to request the suspension of the right to use the NF mark for the product(s) of our manufacture identified under the following references:

- designation of the product(s):
- manufacturing unit: (company name, address):
- brand name:
- commercial reference:
- date of admission for the NF077 mark or admission 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 5 B
NF077 MARK – SANITARY TAPWARE

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

REQUEST TO SUSPEND THE RIGHT TO USE THE NF MARK
FOR APPLICANTS LOCATED OUTSIDE OF THE EUROPEAN ECONOMIC AREA

For the attention of Mr Laurent Rousseau
Division Robinetterie et Appareils Sanitaires (Tapware
and Sanitaryware Division)
Direction HES
CSTB
84 avenue Jean Jaurès
CHAMPS-SUR-MARNE
77447 MARNE LA VALLEE CEDEX 2 (France)

Subject: **Request to suspend the right to use the NF 077 – Sanitary Tapware mark (with a representative)**

Dear Sir, Madam,

As the holder of the NF – Sanitary Tapware mark, I would like to request the suspension of the right to use the NF mark for the product(s) of our manufacture identified under the following references:

- designation of the product(s):
- manufacturing unit: (company name, address):
- brand name:
- commercial reference: date of admission for the NF077 mark or admission 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 A
NF077 MARK - SANITARY TAPWARE

GENERAL INFORMATION SHEET

APPLICANT or DISTRIBUTOR (for maintenance of 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 applicant):

- 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 1 B
NF077 MARK - SANITARY TAPWARE

GENERAL INFORMATION SHEET ON THE APPLICANT WITH A REPRESENTATIVE

APPLICANT or DISTRIBUTOR (for maintenance of 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 applicant):

- 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: Fax:
- 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
NF077 MARK - SANITARY TAPWARE

SAMPLE AGREEMENT

REPRESENTATIVE in the European Economic Area (for an applicant located outside of the EEA)

- Company name:
- Address:
- Country:
- Name and capacity of the legal representative (1):
- Name and capacity of the correspondent (if other):
- Telephone:
- E-mail:

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

- Applicant/Holder:
- Representative:

Minimum requirements to be established in the agreement:

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

Initial agreement date:	
Modification date	Scope of the modification
1.	-
2.	-
3.	-

**Date and signature of the Applicant's/Holder's
 Legal Representative**

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

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



STANDARD SHEET 3
NF077 MARK - SANITARY TAPWARE

SERVICE PROVIDER AGREEMENT SHEET

A sheet is provided to define the contractual relationship between the applicant and the various providers 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
- Production
- Finished product inspection

Minimum requirements to be established in the agreement:

- the service provider's commitment to comply with the requirements of the Certification Rules for the NF – Control valves and safety valves application applicable to them;
- 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 their 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:

DOCUMENT(S) TO BE PROVIDED

- A copy of the agreement in French or in English;

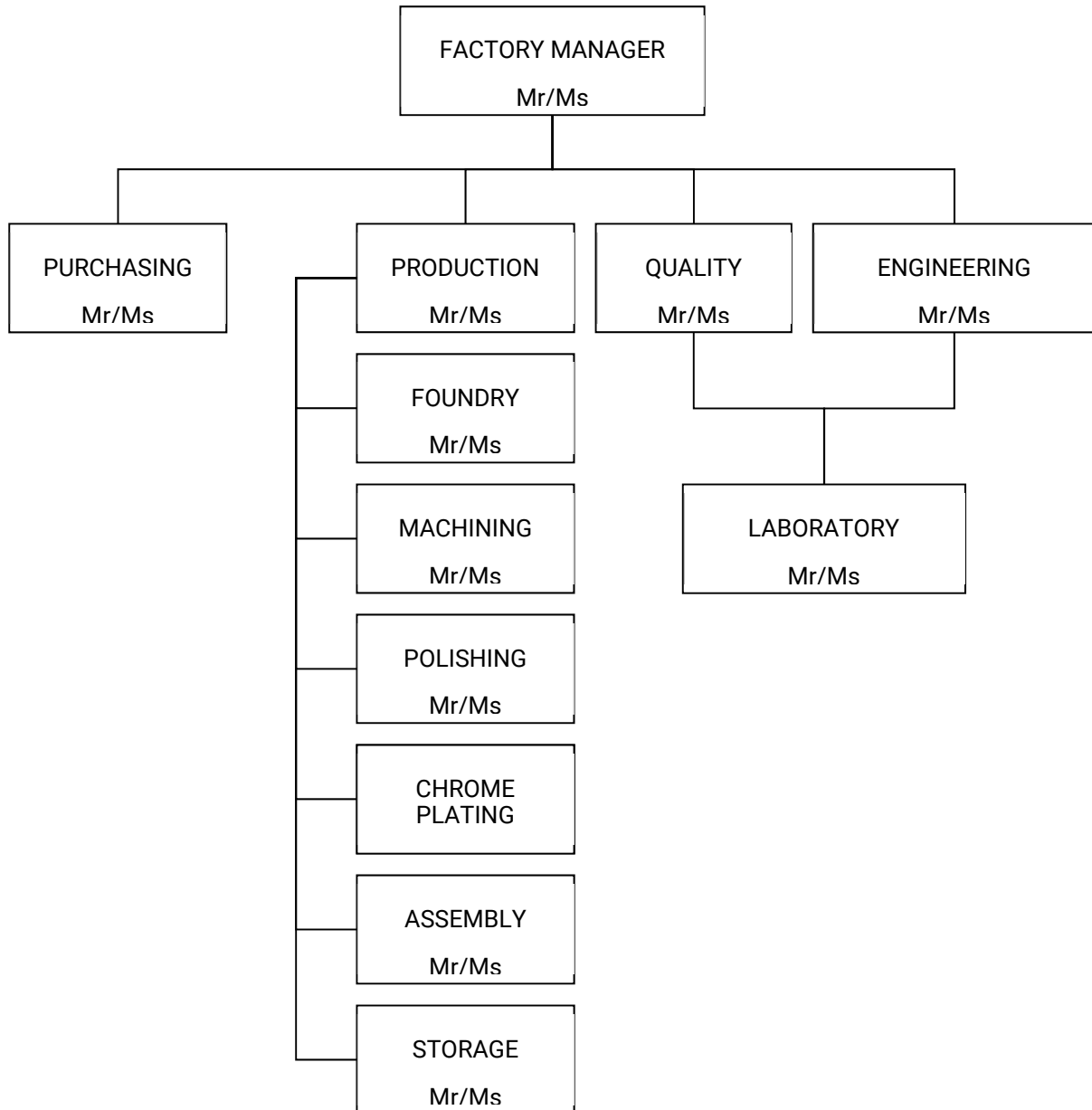
Date of preparation of this sheet:	
Modification date	Scope of the modification
1.	-
2.	-
3.	-

Date and signature of the Applicant's/Holder's Legal Representative

Date and signature of the service provider's representative

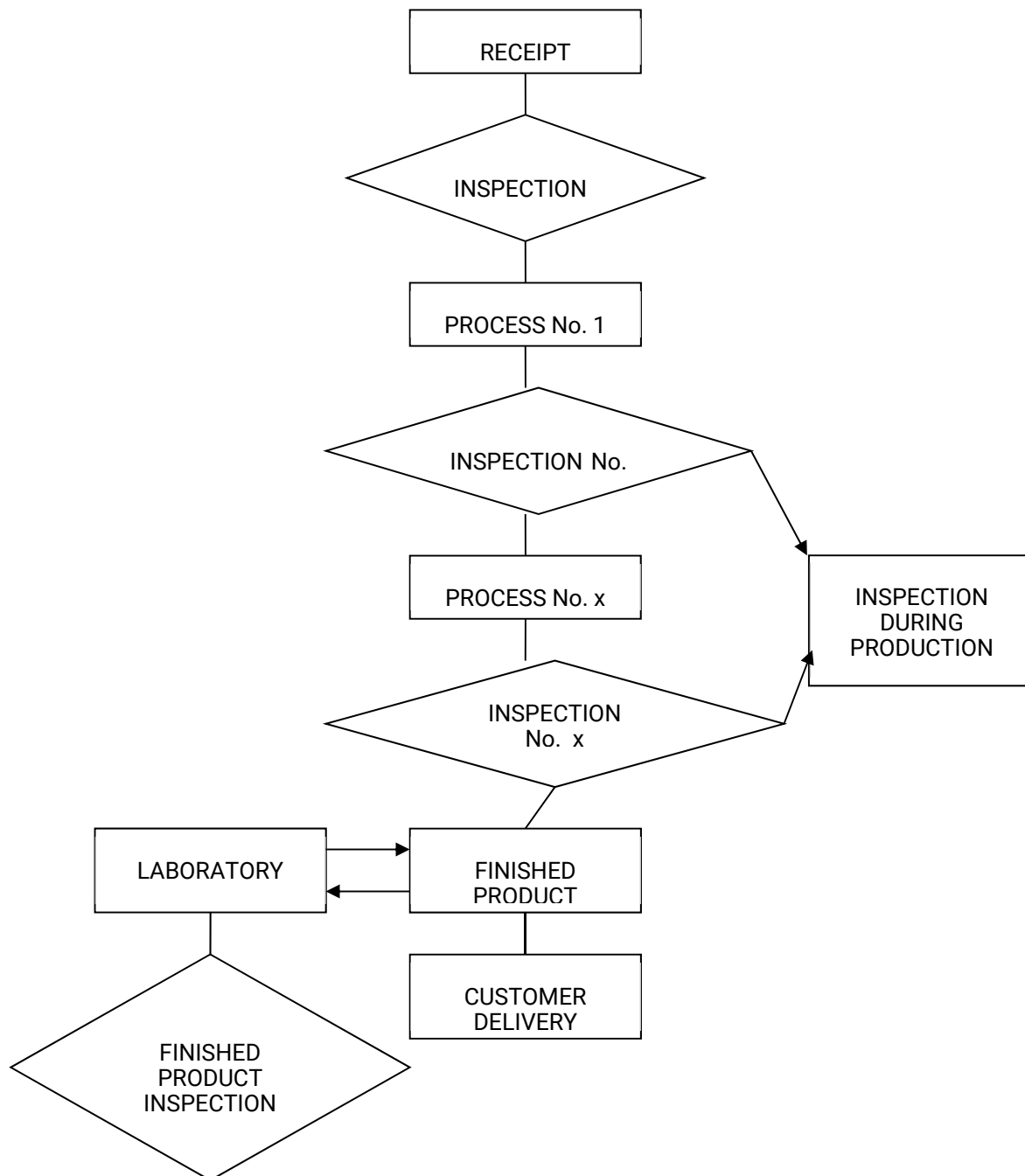
STANDARD SHEET 4
NF077 MARK - SANITARY TAPWARE

SAMPLE OF MANUFACTURING SITE ORGANISATIONAL CHART



STANDARD SHEET 5
NF077 MARK - SANITARY TAPWARE

SAMPLE MANUFACTURING FLOWCHART



STANDARD SHEET 6
NF077 MARK - SANITARY TAPWARE

DESCRIPTION OF THE LABORATORY

STANDARD SHEET 6.1 – LABORATORY DESCRIPTION

FAMILY: SANITARY FITTINGS

	• ITEM No.
MARKING	
DIMENSIONAL	
<input type="checkbox"/> SEALING CHARACTERISTICS obturator upstream downstream <input type="checkbox"/> Intercommunication <input type="checkbox"/> Diverter <input type="checkbox"/> Spout	
HYDRAULIC CHARACTERISTICS <input type="checkbox"/> flow rate <input type="checkbox"/> sensitivity <input type="checkbox"/> reliability <input type="checkbox"/> constant temperature <input type="checkbox"/> other	
CHARACTERISTICS OF MECHANICAL BEHAVIOUR UNDER PRESSURE <input type="checkbox"/> obturator upstream downstream	
ENDURANCE CHARACTERISTICS <input type="checkbox"/> obturator <input type="checkbox"/> diverter <input type="checkbox"/> spout	
<input type="checkbox"/> TORSIONAL STRENGTH	

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STANDARD SHEET 6.2 – LABORATORY DESCRIPTION

FAMILY: JET REGULATORS FOR SANITARY TAPWARE

	• ITEM No.
MARKING	
DIMENSIONAL	
<p>HYDRAULIC CHARACTERISTICS</p> <input type="checkbox"/> Flow rate <input type="checkbox"/> Assessment of the jet type	
<p>MECHANICAL BEHAVIOUR CHARACTERISTICS</p> <input type="checkbox"/> Thermal shock resistance	
<p>ACOUSTIC CHARACTERISTICS</p> <input type="checkbox"/> Acoustic tests	

STANDARD SHEET 6.3 – LABORATORY DESCRIPTION

FAMILY: SHOWER HOSES FOR TAPWARE AND EXTRACTABLE HANDSPRAY HOSES FOR SANITARY TAPWARE

	• ITEM No.
MARKING	
DIMENSIONAL	
<p>HYDRAULIC CHARACTERISTICS</p> <input type="checkbox"/> Flow rate	
<p>SEALING CHARACTERISTICS</p> <input type="checkbox"/> Resistance to pressure at high temperature <input type="checkbox"/> Thermal shock resistance	
<p>MECHANICAL CHARACTERISTICS UNDER PRESSURE</p> <input type="checkbox"/> Tensile strength 50 kg <input type="checkbox"/> Torsional strength <input type="checkbox"/> Shock resistance 15 kg	
<p>ENDURANCE CHARACTERISTICS</p> <input type="checkbox"/> Type EN endurance test <input type="checkbox"/> NF Technical Document type endurance test	



STANDARD SHEET 6.4 – LABORATORY DESCRIPTION

FAMILY: SHOWER OUTLETS FOR SANITARY TAPWARE AND EXTRACTABLE HANDSPRAYS FOR SINK AND WASHBASIN MIXER

	• ITEM No.
MARKING	
DIMENSIONAL	
HYDRAULIC CHARACTERISTICS <input type="checkbox"/> Flow rate	
SEALING CHARACTERISTICS <input type="checkbox"/> Thermal shock resistance	
MECHANICAL CHARACTERISTICS UNDER PRESSURE <input type="checkbox"/> Mechanical strength 6 kg	
ACOUSTIC CHARACTERISTICS <input type="checkbox"/> Test	
SWIVEL NUT	

STANDARD SHEET 6.5 – LABORATORY DESCRIPTION

FAMILY: METAL OR PLASTIC DRAINS FOR SANITARY TAPWARE

	• ITEM No.
MARKING	
DIMENSIONAL	
HYDRAULIC CHARACTERISTICS <input type="checkbox"/> Flow rate	
SEALING CHARACTERISTICS <input type="checkbox"/> Thermal shock resistance	



STANDARD SHEET 7
NF077 MARK - SANITARY TAPWARE

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	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. 	<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> <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). 	<i>CSTB will verify that this action has been carried out by contacting 5% of the customers or at least 5 customers</i> <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>

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ACTIONS	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(s) relevant <input type="checkbox"/> Proof(s) 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: <ul style="list-style-type: none"> - 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: <ul style="list-style-type: none"> - grant the CSTB auditor access to the contact details of all proposal recipients for a period of two years so that a sample of the items received can be examined by CSTB; - accept annual invoicing of two additional audit days spread over the year according to the scale of the application in force; <p>Note: the purpose of this audit shall be to verify the effectiveness of the actions implemented, on a documentary and in situ basis.</p> 	<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 distribution of the ethical charter in the company's subsidiaries. 	<input type="checkbox"/> proof(s) relevant <input type="checkbox"/> proof(s) not relevant <i>Comments:</i>

All the required actions 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 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;
- Travel expenses
- Complementary or supplementary checks;
- Inspections at retail sites;

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>➤ <i>Initial application/extension application: See §4.2.1.</i></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>➤ <i>Monitoring: See §4.2.2.</i></p>
<p>Right to use the NF mark</p>	<p>This usage right contributes to:</p> <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; - general operation of the NF mark (governance, etc.). 	<p>➤ <i>Initial application/extension application: See §4.2.1.</i></p> <p>➤ <i>Monitoring: See § 4.2.2</i></p>

Nature of the service	Definition of the service	General terms and conditions
Tests	Laboratories' testing services;	<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> <ul style="list-style-type: none"> ➤ <i>Initial application/extension application: See §4.2.1.</i> ➤ <i>Monitoring: See § 4.2.2</i>
Audit	Services including preparation for the audit, the audit itself as well as the report and, if applicable, follow-up on corrective actions mentioned in the deviation sheets.	<ul style="list-style-type: none"> ➤ <i>Initial application/extension application: See §4.2.1.</i> ➤ <i>Monitoring: See § 4.2.2</i>
Travel expenses		If they are not included in the "audit" service, travel expenses are to be invoiced separately.
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 routine verifications.	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 provision of the services.
Inspections in retail sites	Services including preparation and sampling itself.	<ul style="list-style-type: none"> ➤ <i>Monitoring: See § 4.2.2</i>

4.2 Paying for the services.

4.2.1 INITIAL APPLICATION/EXTENSION APPLICATION

The registration fee, the expenses related to the training and audit services and the tests related to the service are invoiced in the framework of an initial application or application for extension of the right to use the NF mark. They are payable in one instalment.

If they are not included in the "audit" service, travel expenses are to be invoiced separately.

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 annual services pertaining to management, testing, auditing, travel, and the right to use the NF mark shall be invoiced during the first quarter of each year and remain payable if the right to use the NF mark is not renewed or is withdrawn, cancelled or suspended during the year.

If they are not included in the “audit” service, travel expenses are to be invoiced separately.

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.

If an initial notification by registered letter with acknowledgement of receipt does 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 accepted 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

Prices are reviewed annually, in the form of a price list drawn up 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.

