

CERTIFICATION

Administrative management appendix to the NF certification system: TOILET SEATS



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Administrative management appendix to the NF certification system
Toilet Seats
Revision No.: 07



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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 compliance with the conditions and templates provided in Part 3 (paragraph 3.1).

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

The functions delegated to the representative are defined in a mandate (example file in Part 3), signed by both the applicant and the 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 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, and specifies the critical points of the various steps;
- any aspect not carried out by the applicant shall be covered by a contract defining the respective responsibilities with the service provider. The applicant shall remain responsible for all operations and for ensuring they are consistent;
- the products covered by the application comply with the reference standards and technical specifications laid 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 in technical document 240-01 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 drafted following these evaluations: audit report, test report, etc.

Should a requirement in this certification 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 this 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 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 will thereby become the holder of the right to use the NF mark.

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 the certification reference system.

1.2 Complementary admission application

The steps described in paragraph 1.1 above apply. The application shall be submitted in compliance with the conditions and templates provided in Part 3 (paragraph 3.2).

1.3 Extension application

The steps described in paragraph 1.1 above apply. The application shall be submitted in compliance with the conditions and templates provided in Part 3 (paragraph 3.3).

1.4 Maintenance application

The application shall be submitted in compliance with the conditions and templates provided in Part 3 (paragraph 3.4).

In the context of distribution under other trademarks, certain modifications may be made to the presentation of the affected 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 for each new version.

CSTB may carry out controls 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 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 manufacturing entities (production factory, production workshops, sub-contractors' factory, etc.);
- complaints, disputes, legal actions, etc. of which it becomes aware that relate to the use of the NF mark;
- inspections (including sampling) may be made 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 of the use of the mark and the logos on the products, packaging and any communication materials.

The reports are accompanied by deviation sheets if necessary, including a request for a proposed 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 holds the ISO 9001 certification, 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.

CSTB anonymously submits all of the assessment results to the Specific Committee for its opinion.

Depending on the results of all the inspections, CSTB comes to a conclusion about the assessment and notifies the holder of the 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, the sanction shall apply as from the date of its declaration. 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 that benefit from a 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 sanctions, decided upon in conformity with the 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 responsible for distributing the company's products.

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

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

Part 3

Certification files

The application for the right to use the mark must be prepared by the applicant/holder in one copy in accordance with the examples and templates set out below. **One original of this request shall be prepared on the applicant's letterhead paper in French** 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.

3.1 For an initial admission application

The applicant shall prepare a dossier which includes:

- an application and commitment letter from the applicant based on standard letter 1A or 1B (if outside the EEA);
- a general information sheet about the applicant, using **standard sheet 3A**;
- one data sheet per product using standard sheet 4;
- a copy of a contract drawn up between the applicant and their representative if the manufacturing unit is outside the EEA, using standard sheet 1C.

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 1A or 1B (if outside the EEA);
- a general information sheet about the applicant, using **standard sheet 3A**;
- one data sheet per product using standard sheet 4.

3.3 For an extension application

The holder shall prepare a file containing the following:

- an application and commitment letter from the holder using standard letter 2A;
- one data sheet per product using standard sheet 4.

3.4 For a maintenance application

The holder shall prepare a file containing the following:

- an application and commitment letter from the holder using standard letter 2B;
- a distributor's commitment sheet (signature) on their Company letterhead paper, in accordance with standard letter 2C;
- a general information sheet about the distributor, using standard sheet 3B.

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 from the applicant based on standard letter 1A or 1B (if outside the EEA);
- a general information sheet about the applicant, using **standard sheet 3A**;
- one data sheet per product using standard sheet 4;
- 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 5.



STANDARD LETTER 1A
NF MARK - Toilet Seats

APPLICATION FORM FOR THE RIGHT TO USE THE NF MARK
OR FOR EXTENDING THIS RIGHT TO A NEW PRODUCT (COMPLEMENTARY ADMISSION)

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

Centre Scientifique et Technique du
Bâtiment
Direction HES
Division RAS
A l'attention de M. Stéphane FATIS
84, avenue Jean Jaurès
Champs sur Marne
F-77447 Marne La Vallée Cedex 2

Subject: **Admission application for the right to use the NF mark - Toilet Seats / Complementary admission application for the right to use the NF mark - Toilet Seats ⁽¹⁾**

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 of the NF mark and the certification reference system of the NF mark - Toilet Seats, 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 made, with no restrictions or reservations, in accordance with the General Rules of the NF mark and with the certification reference system of the NF mark - Toilet Seats.

Yours faithfully,

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



STANDARD LETTER 1B
NF MARK - Toilet Seats

APPLICATION FORM FOR THE RIGHT TO USE THE NF MARK
OR FOR AN EXTENSION OF THIS RIGHT FOR A NEW PRODUCT (COMPLEMENTARY ADMISSION)
FOR ALL APPLICANTS OUTSIDE THE EUROPEAN ECONOMIC AREA (EEA).

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

Centre Scientifique et Technique du
Bâtiment
Direction HES
Division RAS
A l'attention de M. Stéphane FATIS
84, avenue Jean Jaurès
Champs sur Marne
F-77447 Marne La Vallée Cedex 2

Subject: **Admission application for the right to use the NF mark - Toilet Seats / Complementary admission application for the right to use the NF mark - Toilet Seats** ⁽¹⁾

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 of the NF mark and the certification reference system of the NF mark - Toilet Seats, 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 made, with no restrictions or reservations, in accordance with the General Rules of the NF mark and with the certification reference system of the NF mark - Toilet Seats.

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 (position) to represent me in the European Economic Area for all questions relative to the use of the NF mark - Toilet Seats.

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

In this regard, I request that the expenses that are to be borne by me be invoiced directly to the representative. They will make the payments on my behalf and in my name as soon as the invoices are received, as agreed when accepting the role of representative.

Yours faithfully,

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

Date and signature of the representative in the European Economic Area

Preceded by the handwritten words
"Fit for acceptance of representation"



STANDARD SHEET 1C
NF MARK - Toilet Seats

Representative in the European Economic Area

- Company name:.....
- Address:
- Country:
- SIRET No. (1): - APE Code (1):
- - Intracommunity VAT No. (2):

General contact information:

- - Telephone:
- - E-mail: - Website:

Contact:

- - Name and capacity of contact person:
- - Telephone:
- - Mobile phone (optional): - E-mail:
- - Name and capacity of legal representative (3):

(1) Only for French companies
(2) Only for European companies
(3) The legal representative is the individual legally responsible for the company

The mandate must include the following minimal requirements:

Name of the applicant/holder:.....

Name of the representative:.....

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

The mandate shall be indexed in the applicant/holder's quality system.

A copy of the mandate in either French or English must be attached to the co-signed admission application.

Adherence to the mandate will be audited.

Initial agreement date:

Dates and purpose of modifications:

- 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

STANDARD LETTER 2A
NF MARK - Toilet Seats

APPLICATION FORM FOR THE EXTENSION OF THE RIGHT TO USE THE NF MARK FOR A MODIFIED PRODUCT

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

Centre Scientifique et Technique du
Bâtiment
Direction HES
Division RAS
A l'attention de M. Stéphane FATIS
84, avenue Jean Jaurès
Champs sur Marne
F-77447 Marne La Vallée Cedex 2

Subject: **Extension application for the right to use the NF mark - Toilet Seats for a modified product**

Dear Sir, Madam,

As the holder of the right to use the NF mark for Toilet Seats for the following product(s) manufactured by my company and identified under the following references:

- name of the product/range of products:
- production unit:
- trademark:
- specific trade reference:
- 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 product / product range that I manufacture, derived from the certified product / product range with 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 products/product range covered by this application are, with relation to the other characteristics, strictly in conformity with the products/product range already certified and manufactured under the same conditions.

For that purpose, I declare that I am familiar with and accept the General Rules of the NF mark and the certification reference system of the NF mark - Toilet Seats, 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 made, with no restrictions or reservations, in accordance with the General Rules of the NF mark and with the certification reference system of the NF mark - Toilet Seats.

Yours faithfully,

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

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

⁽¹⁾ Delete as appropriate

⁽²⁾ Only applies to applicants located outside the European Economic Area.

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STANDARD LETTER 2B
NF MARK - Toilet Seats

MAINTENANCE APPLICATION FORM FOR THE RIGHT TO USE THE NF MARK

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

Centre Scientifique et Technique du
 Bâtiment
 Direction HES
 Division RAS
 A l'attention de M. Stéphane FATIS
 84, avenue Jean Jaurès
 Champs sur Marne
 F-77447 Marne La Vallée Cedex 2

Subject: Application to maintain the right to use the NF mark - Toilet Seats

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

Name:

Address:

I commit to providing the above-mentioned distributor with the certification reference system for the NF mark - Toilet Seats and, in particular, with the marking provisions laid down in § 2.6 of this same certification reference system.

I undertake to immediately inform CSTB of any changes made to the distribution of those products, and in particular in the event of any discontinuation of supply 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 mark - Toilet Seats, 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 made, with no restrictions or reservations, in accordance with the General Rules of the NF mark and with the certification reference system of the NF mark - Toilet Seats.

I authorise CSTB to inform the distributor named above of any penalties imposed in accordance with the certification reference system of the NF mark – Toilet Seats that pertain to the certified products covered by this letter.

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 2C
NF MARK - Toilet Seats

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.)*
 having its registered office 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 above-mentioned <brand names> and/or the specific <retail product names> only those products delivered by <holder>;
- not to make any changes to the marking on the products in accordance with the provisions in the certification reference system of the NF mark - Toilet Seats;
- to provide my assistance to CSTB for any verifications pertaining to the products covered by the present letter and to their marketing, and to give CSTB any documentation referring to those products;
- to apply the measures resulting from penalties imposed in accordance with the certification reference system of the NF mark - Toilet Seats;
- to pay the fees provided for in the NF mark price list and to carry out all subsequent payments demanded from me in accordance with the certification reference system of the NF mark - Toilet Seats;
- - 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 of the NF mark and the certification reference system of the NF mark - Toilet Seats, 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 made, with no restrictions or reservations, in accordance with the General Rules of the NF mark and with the certification reference system of the NF mark - Toilet Seats.

Yours faithfully,

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

STANDARD SHEET 3A
NF MARK - Toilet Seats

APPLICANT GENERAL INFORMATION SHEET

PRODUCTION UNIT:

- 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: _____
- The date of service: _____

(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 3B
NF MARK - Toilet Seats

DISTRIBUTOR GENERAL INFORMATION SHEET

- 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

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: _____
- The date of service _____

(1) Only for French companies.

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

(3) Applies to European manufacturers.

STANDARD SHEET 4
NF MARK - Toilet Seats

PRODUCT SHEET

Manufacturer: _____

Plant address: _____

Product identification:

- Brand name: _____
- Commercial reference: _____
- Product family (material): _____
- Product: Standard, in standard shape no.: _____
 Specific; associated toilet bowls (brand and models): _____
- Hinge (supplier, reference): _____
- Removable: Yes
 No
- "Soft close" function: Yes
 No

Product characterisation:

- Dated drawings with dimensions and tolerances.
- List of materials.
- Colour references, together with commercial references.

Description of manufacturing and quality system:

- Description of the different manufacturing stations.
- Description of the inspection plan.
- Description of the inspection and test laboratory.

Specify whether the plant has a certified quality system (reference system – certifying body, certification field). **If so, a copy of the certificate should be enclosed with the application.**

STANDARD SHEET 5
NF MARK - Toilet Seats

CONTRACT SHEET

This sheet is intended to define the contractual links existing between the applicant and the various service providers to which it subcontracts one or more inspections on finished products.

It is to be updated when there is any change in the contracts and any change of service provider, and transmitted to CSTB.

A sheet is to be prepared for each service provider.

Applicant/Holder:

Service provider:

Identification of the service:

Minimum requirements that must appear in the contract:

- the service provider's commitment to complying with the requirements of the certification reference system for the relevant application NF - Toilet Seats;
- customer complaint management by the applicant/holder in coordination with the service provider
- management by the applicant/holder of inter-service provider complaints;
- the service provider's commitment to informing the applicant/holder of any changes in its quality management system and, particularly, to informing the applicant/holder of any non-conformities detected during internal quality assurance operations or external audits.

Contract reference:

DOCUMENTS TO BE SUPPLIED:

- A copy of the contract in French or in English.

STANDARD SHEET 6
NF MARK - Toilet Seats

APPLICATION TO RENOUNCE THE RIGHT TO USE THE NF MARK

(to be submitted in one copy on the applicant/holder's letterhead paper)

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

Subject: **NF MARK FOR TOILET SEATS**
Request to renounce the right to use the NF mark

Dear Sir, Madam,

As a holder of the NF mark for Toilet Seats, I am writing to you to renounce the right to use the NF mark for the product(s) manufactured by my company with the following references:

- designation of the product(s):
- manufacturing unit: (company name, address):
- brand name:
- commercial reference:
- NF certificate reference:

And for the following reasons:

Manufacturing is due to cease on:

The estimated period for the exhaustion of stocks of NF-marked products is:

Yours faithfully,

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

**<OPTION¹: Date and signature
of the representative in the EEA>**

¹ Only applies to holders located outside the European Economic Area.

STANDARD SHEET 7
NF MARK - Toilet Seats

APPLICATION TO SUSPEND THE RIGHT TO USE THE NF MARK

(to be submitted in one copy on the applicant/holder's letterhead paper)

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

Subject: **NF MARK FOR TOILET SEATS**
Application to suspend the right to use the NF mark

Dear Sir, Madam,

As a holder of the NF mark for Toilet Seats, I am writing to you to suspend the right to use the NF mark for the product(s) manufactured by my company with the following references:

- designation of the product(s):
- manufacturing unit: (company name, address):
- brand name:
- commercial reference:
- NF certificate reference:

And for the following reasons:

The estimated period for the exhaustion of stocks of NF-marked products is:

Yours faithfully,

**Date and signature of the legal
representative of the holder**
**<OPTION¹: Date and signature
of the representative in the EEA>**

¹ Only applies to holders located outside the European Economic Area.

STANDARD SHEET 8
NF MARK - Toilet Seats

SPECIFIC ITEMS ALL APPLICANTS (INDUSTRIALISTS, IMPORTERS, DISTRIBUTORS, etc.) MUST PRODUCE AS PART OF A NEW ADMISSION APPLICATION WHERE THE RIGHT TO USE HAS BEEN WITHDRAWN AS A RESULT OF A SANCTION

1. Deceptive marketing practices in application of Articles L 121-2 to L121-5 from 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 mark certification(s); failing that, a list of customers during the preceding 24 months. 	<input type="checkbox"/> List sent <input type="checkbox"/> List not sent <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 have been 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>

Administrative management appendix to the NF certification system
Toilet Seats
Revision No.: 07



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CORRECTIVE ACTIONS	<ul style="list-style-type: none"> • Proofs 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 Comments:
	<ul style="list-style-type: none"> • Ethical rules. 	<input type="checkbox"/> Defined <input type="checkbox"/> Not defined Comments:
	<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 Comments:
	<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 Comments:
	<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; <u>Note:</u> 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 Comments:
	<ul style="list-style-type: none"> • Grant the CSTB auditor access to the full contact details of all those in receipt of proposals so that a sample of the items received can be examined by the CSTB 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 relevant <input type="checkbox"/> proof not relevant Comments:

- 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 application manager and/or administrator):
 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; Sampling;
- Audits;
- Complementary or supplementary checks.

4.1 Services relating to NF certification

Nature of the service	Definition of the service	Collection for services/General terms and conditions
<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>	<ul style="list-style-type: none"> ➤ <i>The cost of implementation of the application is paid by the applicant when it makes its initial application for the right to use the NF mark.</i> ➤ <i>Initial application/extension application: See § 4.2.1.</i>
<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>	<ul style="list-style-type: none"> ➤ <i>Monitoring: See § 4.2.2.</i>
<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.). 	<ul style="list-style-type: none"> ➤ <i>Initial application/extension application: See § 4.2.1.</i> ➤ <i>Monitoring: See § 4.2.2</i>

Nature of the service	Definition of the service	Collection for services/General terms and conditions
Tests	Laboratories' testing services. Services including preparation and the sampling itself.	<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. Travel expenses are to be added to these services.	<ul style="list-style-type: none"> ➤ <i>Initial application/extension application: See § 4.2.1.</i> ➤ <i>Monitoring: See § 4.2.2.</i>
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.

4.2 Paying for the services

4.2.1 INITIAL APPLICATION / EXTENSION APPLICATION

The costs of participation in the implementation of the application, and costs relating to examination, audit and testing services are billed upon admission (granting of the right of use) An advance of up to 50% of these costs may be requested from the applicant with their certification application (initial or extension application). 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, audit, testing, possible sampling, and the right to use the NF mark will be invoiced during the first quarter of each year and remain

payable if the right to use the NF mark is not renewed, is cancelled or is suspended during the year.

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 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.

