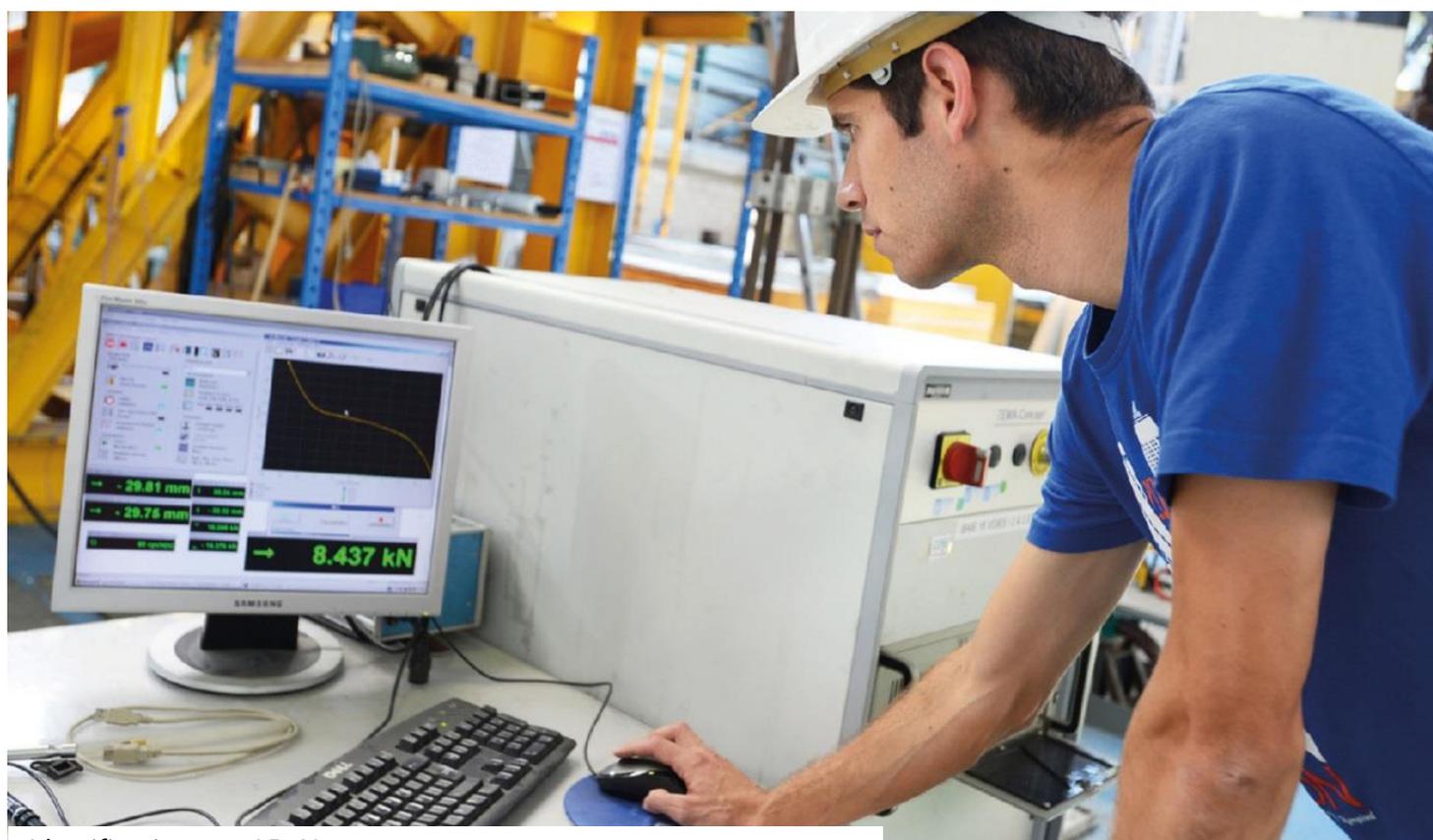




CERTIFICATION

# QB certification system administrative management appendix: QB 43 Support pedestal



Identification no.: QB 43  
Revision no.: 01  
Effective date: 28/01/2021



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## **TABLE OF CONTENTS**

<b>Part 1</b>	<b>Obtaining the Certification</b> .....	<b>4</b>
1.1	Lodging an initial admission application .....	4
1.2	Complementary admission application .....	6
1.3	Extension application .....	6
1.4	Maintenance application .....	6
<b>Part 2</b>	<b>Maintaining Certification: Terms and Conditions for Follow-Up</b> .....	<b>7</b>
2.1	Conditions for follow-up inspection .....	7
2.2	Assessment review and decision .....	8
<b>Part 3</b>	<b>Certification Files</b> .....	<b>9</b>
3.1	Case of an initial admission application .....	9
3.2	Case of a complementary admission application .....	9
3.3	Case of an extension application .....	9
3.4	Case of a maintenance application .....	9
3.5	Case of a new admission application following withdrawal of the right to use the QB mark	10
<b>Part 4</b>	<b>Prices</b> .....	<b>14</b>
4.1	Services relating to QB certification .....	14
4.2	Paying for the services .....	15
4.3	Cancellation by the applicant/holder of an audit or a test .....	16
4.4	Prices .....	16
	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 .....	16



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## Part 1

# Obtaining the 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.

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

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

#### 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 request is only admissible if:

- the application letter is complete, signed and accompanied by the signed quote where applicable;
- the applicant manages and assumes responsibility for the following stages: design, production, assembly, quality control, marking, packaging and marketing 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 the 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 DT99043-01 rev 00 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 makes sure that it has all the ways and means to reply to the application, and it may be led to request additional information necessary for the admissibility of the dossier if it is incomplete.



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

### **1.1.3 ASSESSMENT PROCEDURES**

Two types of controls are carried out within the framework of the QB mark:

- audits carried out at the production site;
- tests on products carried out in the laboratory of the mark.

They are supplemented by analysis of the control registers following the audit.

A report is drafted following these evaluations: audit report, test report, etc.

In case of a deviation, the applicant must:

- 1 - propose an action plan to CSTB within 15 days following notification of the deviation,
- 2 - implement an action plan within:
  - ➔ 3 months in the event of a critical deviation,
  - ➔ 6 to 12 months in the event of a non-critical deviation.

The audit 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 within the framework of the next assessment and may be reclassified as deviations in the event of departures leading to non-respect of the reference system requirements.

### **1.1.4 ASSESSMENT REVIEW AND DECISION**

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

In some cases, a complementary inspection operation may be requested by CSTB once it has analysed the reports.

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

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

CSTB may present an anonymous summary of all 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.



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In case of a positive certification decision, CSTB shall grant the right to use the QB mark and CSTB shall remit the QB certificate to the applicant which will thereby become the holder of the right to use the QB mark.

The certificates are issued without a validity date.

Applicants can contest the decision taken by sending a request in accordance with the General Rules of the QB 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 QB mark.

The holder can therefore provide information 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).

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

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

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

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

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



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## 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 models supplied in Part 3 of this Appendix;
- systematically inform CSTB of any modification to one of the characteristics of the certified product and/or to their organisation that is likely to have an impact on the certification.

In addition, CSTB reserves the right to carry out any inspections (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 QB mark;
- inspections (including sampling) may be carried out at retail outlets.

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

### 2.1 Conditions for follow-up inspection

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

It also involves surveillance of the usage 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. Deviations are processed in accordance with the provisions defined in §1.1.3.

The follow-up conditions 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 following previous controls (audits and tests);
- any applicable reductions.

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



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## **2.2 Assessment review and decision**

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

In some cases, a complementary inspection operation may be requested by CSTB once it has analysed the reports.

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

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

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

- a decision to maintain the certificate, or
- decision to apply a penalty in accordance with the General Rules of the QB mark.

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

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

The holders and their distributors that benefit from 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 the certification reference system.

Any suspension or withdrawal of the right to use the QB mark results in the prohibition to use the QB mark or 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 the documentation (technical and sales documents, labels, notices, advertising, Web sites, etc.) shall no longer mention the QB 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 QB mark. They are entitled to present their case formally.



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## Part 3

# Certification Files

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

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

An application concerning a product which benefits from a foreign conformity mark or from a test certificate issued by a foreign laboratory is processed, taking into account any existing recognition agreements, in conformity with the General Requirements of the QB mark.

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

### 3.1 Case of an initial admission application

Applicants prepare a dossier to include:

- an application and commitment letter from the applicant in accordance with standard letter 1;
- a general information sheet about the applicant, as per standard sheet 3;
- a data sheet per product as per standard sheets 4 and 5.

It is recommended that the holder remit to CSTB, in advance, any marking projects or material upon which the certification mark appears.

### 3.2 Case of a complementary admission application

Holders prepare a dossier to include:

- an application and commitment letter in accordance with standard letter 1.
- a general information sheet about the applicant, as per standard sheet 3;
- a data sheet per product as per standard sheets 4 and 5.

### 3.3 Case of an extension application

Holders prepare a dossier to include:

- an application and commitment letter from the holder in accordance with standard letter 2A;
- a data sheet per product as per standard sheets 4 and 5.

### 3.4 Case of a maintenance application

Holders prepare a dossier to include:

- an application and commitment letter from the holder in accordance with standard letter 2B;



- a distributor’s commitment sheet (signed) on their Company’s letterhead paper, in accordance with standard letter 2B (cont’d).
- a data sheet for each of the distributor’s products as per standard sheets 4 and 5 (specific items to be provided).

### **3.5 Case of a new admission application following withdrawal of the right to use the QB mark**

Holders prepare a dossier to include:

- an application and commitment letter from the applicant in accordance with standard letter 1;
- a general information sheet about the applicant, as per standard sheet 3;
- a data sheet per product as per standard sheet 4 and 5;
- 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 6.



The standard letters and standard sheets can be found on the CSTB website for QB43 certification.

**STANDARD LETTER 1**  
**QB MARK – 43 Support pedestal**

**APPLICATION FORM FOR THE RIGHT TO USE THE QB MARK  
OR FOR EXTENDING THIS RIGHT TO A NEW PRODUCT (COMPLEMENTARY ADMISSION)**  
*(to be drawn up on the applicant/holder's letterhead paper)*

**STANDARD LETTER 2A**  
**QB MARK – 43 Support pedestal**

**APPLICATION FORM FOR THE EXTENSION OF THE RIGHT TO USE THE QB MARK FOR A MODIFIED PRODUCT**  
*(to be drawn up on the holder's letterhead)*

**STANDARD LETTER 2B**  
**QB MARK – 43 Support pedestal**

**MAINTENANCE APPLICATION FORM FOR THE RIGHT TO USE THE QB MARK**  
*(to be drawn up on the holder's letterhead)*

**STANDARD LETTER 2B (cont'd)**  
**QB MARK – 43 Support pedestal**

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

**STANDARD SHEET 3**  
**QB MARK – 43 Support pedestal**

**APPLICANT GENERAL INFORMATION SHEET**

**STANDARD SHEET 4**  
**QB MARK – 43 Support pedestal**

**TO BE PROVIDED BY THE APPLICANT FOR AN ADMISSION, EXTENSION and MAINTENANCE APPLICATION  
FOR THE RIGHT TO USE THE QB MARK - PEDESTALS**

**STANDARD SHEET 5**  
**QB MARK 43 – Support pedestal**

**DOCUMENTS TO BE PROVIDED BY THE APPLICANT FOR AN ADMISSION, EXTENSION and MAINTENANCE  
APPLICATION FOR THE RIGHT TO USE THE QB MARK - PEDESTALS**



**STANDARD SHEET 6**  
**QB MARK – 43 Support pedestal**

**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	AS A MINIMUM, PROOF TO BE SUPPLIED BY THE CSTB APPLICANT SHOWING THE ACTIONS THEY HAVE UNDERTAKEN TO FULLY ADDRESS AND REMEDY THE CAUSES AND CONSEQUENCES	VALIDITY OF THE PROOF RECEIVED
<b>CURATIVE ACTIONS</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>	<input type="checkbox"/> List sent <input type="checkbox"/> List not sent <i>Comments:</i>
	<ul style="list-style-type: none"> <li>• 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.</li> </ul>	<input type="checkbox"/> List sent <input type="checkbox"/> List not sent <i>Comments:</i>
	<ul style="list-style-type: none"> <li>• Letter written by the Applicant’s manager informing those affected of the invalidity of the false attestations/false certificates they were sent.</li> </ul>	<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, corroborated by those affected <input type="checkbox"/> Letter of information not implemented or partially implemented <i>Comments:</i>
	<ul style="list-style-type: none"> <li>• Letter written by the Applicant’s manager informing the customers of products that are inappropriately marked or products bearing the certification mark(s).</li> </ul>	<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"> <li>• Action undertaken against the person or persons responsible for approving and issuing the false attestations/false certificates and/or delivering inappropriately marked products.</li> </ul>	<input type="checkbox"/> Action relevant <input type="checkbox"/> Action not relevant <i>Comments:</i>



ACTIONS	AS A MINIMUM, PROOF TO BE SUPPLIED BY THE CSTB APPLICANT SHOWING THE ACTIONS THEY HAVE UNDERTAKEN TO FULLY ADDRESS AND REMEDY THE CAUSES AND CONSEQUENCES	VALIDITY OF THE PROOF RECEIVED
CORRECTIVE ACTIONS	<ul style="list-style-type: none"> <li>• 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.).</li> </ul>	<input type="checkbox"/> Proof relevant <input type="checkbox"/> Proof not relevant <i>Comments:</i>
	<ul style="list-style-type: none"> <li>• Ethical rules.</li> </ul>	<input type="checkbox"/> Defined <input type="checkbox"/> Not defined <i>Comments:</i>
	<ul style="list-style-type: none"> <li>• Commitment by all the personnel in the company to abide by the ethical rules (e.g. employment contract, individual commitments, etc.).</li> </ul>	<input type="checkbox"/> Commitments available <input type="checkbox"/> Commitments not available <i>Comments:</i>
	<ul style="list-style-type: none"> <li>• 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.</li> </ul>	<input type="checkbox"/> Scheduling compliant <input type="checkbox"/> Scheduling non-compliant <i>Comments:</i>
	<ul style="list-style-type: none"> <li>• 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.  <i>Note:</i> the purpose of this audit is to verify the effective implementation of the actions on a documentary and <i>in situ</i> basis.</li> </ul>	<input type="checkbox"/> Letter of commitment available <input type="checkbox"/> Letter of commitment not available <i>Comments:</i>
	<ul style="list-style-type: none"> <li>• 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.</li> </ul>	<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"> <li>• Where applicable, proof of diffusion of the ethical charter in the company's subsidiaries.</li> </ul>	<input type="checkbox"/> Proof relevant <input type="checkbox"/> Proof not relevant <i>Comments:</i>

- All the actions required are available, defined, relevant or compliant. 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 QB certification-related services and to describe the terms of payment.

QB 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 QB mark;
- Testing; Sampling;
- Audits;
- Complementary or supplementary checks;
- Travel expenses

### 4.1 Services relating to QB 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 QB mark, including preparation of the certification reference system.</p> <p>Services including the examination of the application dossiers, the relationships with the applicants, the laboratories and the auditors as well as assessment of the results of the checks.</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 the processing of the dossiers of certified products, the relations with the holders, the laboratories and the auditors, the publication of certified data, certificates, the assessment of the results of the verifications and the sectorial communication actions.</p>	<p>➤ <i>Monitoring: See § 4.2.2.</i></p>



Nature of the service	Definition of the service	General terms and conditions
Testing	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 carried out outside the ambit 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 the duties and taxes before dispatching the samples.</p> <ul style="list-style-type: none"> <li>➤ <i>Initial application/extension application: See § 4.2.1.</i></li> <li>➤ <i>Monitoring: See § 4.2.2.</i></li> </ul>
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"> <li>➤ <i>Initial application/extension application: See § 4.2.1.</i></li> <li>➤ <i>Monitoring: See § 4.2.2.</i></li> </ul>
Complementary / supplementary checks.	Services required by the additional checks (audit or complementary verification tests) which may turn out to be necessary following insufficiencies or anomalies detected by the current verifications.	<p>These services are to be borne by the applicant/holder according to the prices in force, provided upon request.</p> <p>The fees for complementary/supplementary checks are invoiced and paid prior to provision of the services.</p>
Travel expenses		<p>If they are not included in the 'audit' service, the travel expenses are to be invoiced after the performance of each audit.</p>

## 4.2 Paying for the services

### 4.2.1 INITIAL APPLICATION/EXTENSION APPLICATION

Together with its certification application (initial or extension application), the Applicant makes an advance payment equivalent to 50% of the fees relative to the services of managing, testing, sampling and auditing.

These services are invoiced at the Admission stage (granting of right of use). It is a single flat amount.

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



These fees remain payable even if the right to use the QB mark is not awarded or extended or if the application is abandoned during the examination.

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

#### **4.2.2 MONITORING**

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

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

#### **4.2.3 NON-PAYMENT OF AMOUNTS DUE**

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

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

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

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

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

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

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

### **4.4 Prices**

Prices are reviewed annually, in the form of a price list drawn up by CSTB. This revision is 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 QB mark for their certified products.