

Certification Agreement

Certification Application #		Submission Date	Click or tap to enter a date.
First Party	Tawseef Commercial Services	Second Party	

Applicant Responsibilities

1. Comply with the requirements for certification and to supply any information as needed for the product to be certified.
2. Make all necessary arrangements for the conduct of the conformity assessment, including provision for examining documentation and access to all areas, records and personnel for the purpose of assessment.
3. The client makes all necessary arrangements for the participation of observers, if applicable.
4. Make claims regarding certification only in respect of the scope for which certification has been granted.
5. Discontinue the use of all advertising matter upon suspension or termination of certification and shall return any certification documents as required by **Tawseef**.
6. Use certification only to indicate that products are certified as being in conformity with specified standards/regulations.
7. Ensure that no certificate nor any part thereof is used in a misleading manner.
8. Making reference to its product certification in communication media such as documents, brochures or advertisement that comply with the requirements of **Tawseef**.
9. If the applicant submits copies of the certificate documents to other parties, the documents must be reproduced in their entirety or as specified in the certification scheme.
10. Inform **Tawseef** without delay of any changes that may affect the compliance of the products.

11. Not using product certification in such a manner that brings certification department of **Tawseef** into disrepute.
12. If the certification applies to ongoing production, the certified product continues to fulfill the product requirement.
13. The applicant complies with any requirements that may be prescribed in the certification scheme relating to the use of marks of conformity (if any), and on information related to the product.

Cancellation of an Application

14. At the discretion of **Tawseef**, **Tawseef** may refuse to accept, or cancel the acceptance of applications in the following cases. For applications cancelled after acceptance, actual costs incurred up to the cancellation date are charged to the Applicant. **Tawseef** may cancel the application for below reasons:
 - (a) The application involves illegal acts, violates public order and morality, is anti-social in nature or adversely affects **Tawseef's** business in some other way, or is submitted from a group or organization that is likely to perpetrate such acts.
 - (b) The Applicant sustains deteriorating assets or credibility, or that is likely to occur.
 - (c) The Applicant has failed to submit testing samples deemed necessary by **Tawseef**.
 - (d) Any other reason an application is deemed inappropriate by **Tawseef**.
 - (e)

Modification to an Application

15. If the Applicant wishes to modify the contents of an application (in case permitted by the scheme owner), the modifications must be submitted in writing to **Tawseef**. Applicable fees, projected completion dates, etc.... are subject to change pursuant to the Applicant's modifications.

Modification to Assessment Contents

16. It may become necessary to modify or supplement the assessment contents in the process of conducting testing and/or certification. In such cases, fees, lead times, etc.... are subject to change.

Withdrawal of an Application

17. The Applicant may withdraw an application by submitting to **Tawseef** a written statement of its intention. If the Applicant withdraws its application, actual costs incurred up to the date of withdrawal shall be charged to the Applicant.

Visits to Business Locations and Factories

18. When factory audit or on-site assessments are required, **Tawseef** employees or employees from organizations associated with **Tawseef** shall visit the business location or factory and conduct the required audit. In these cases, the Applicant shall secure the safety of all areas which **Tawseef** or **Tawseef**-affiliated employees may enter in the course of factory audit or on-site assessments, and designate any out-of-bounds areas. Excluding injury solely due to negligence of **Tawseef** or **Tawseef**-affiliated employees, **Tawseef** may seek compensation from the Applicant for damages incurred by **Tawseef** due to any harm or injury to **Tawseef** or **Tawseef**-affiliated employees.

Promotional Activities

19. (1) The Applicant is not permitted to use labels or make statements in promotional activities that could mislead others into believing that any product other than the one certified by **Tawseef** has also been certified.
- (2) The Applicant is not permitted to use Certificates or certification services from **Tawseef** in any manner that could damage **Tawseef's** reputation or credibility.
- (3) Only an Applicant who has obtained certification from **Tawseef** is permitted to use labels (including certification marks) or make statements concerning certification. An Applicant who wishes to allow a third party to reference their certification shall contact **Tawseef** in advance.
- (4) If an Applicant is found to be in violation of any of these terms, the Applicant shall discontinue all corresponding promotional activities. If the Applicant fails to discontinue such promotional activities, **Tawseef** cancel the Applicant's certification, cancel its test results, or take any other measure deemed appropriate by **Tawseef**.

Indemnification

20. (1) **Tawseef** shall not be liable for any failure to perform, or delay in performing, its obligations hereunder due to causes beyond its reasonable control, including but not limited to act of God, acts of government or governmental authorities, compliance with law, regulations or orders, war, riots, or strike.
- (2) **Tawseef** shall not assume responsibility for any damage to testing samples, which occurs during transit.
- (3) If an Applicant wishes to use its own additional testing data, the Applicant shall provide the testing data, **Tawseef** shall not assume responsibility for any costs or damages in connection with any dispute concerning the use of such testing data provided by **Tawseef**.

Payment and Fees

- 21.(1) **Tawseef** or **Tawseef's** representative will issue an invoice for fees related to certification services. The Applicant shall pay the fees prior the start of the conformity assessment and within 30 days from the date of the invoice (or according to the agreement between **Tawseef** and applicant), payment is received either by cash or check at **Tawseef** or **Tawseef's** representative or by bank transfer to the bank account printed on the invoice. The Applicant is responsible for payment of any bank transfer or remittance fees, if applicable.
- (2) Prepayment of fees is always required for first-time applicants. Certification services will commence after verifying payment has been remitted. Prepayment may be required in other cases as **Tawseef** deems necessary.
- (3) Applicant shall pay the applicable taxes and other additional costs such as transfer fees, collection costs, including attorney's fees and related cost.

Claims and Complaints

22. The Applicant may file an objection regarding certification results and a complaint regarding certification services in writing to **Tawseef**. The objection and the complaint will be assessed by **Tawseef** and responses will be supplied to the Applicant in writing.
23. **Tawseef** shall not accept complaints regarding the damaged condition of testing samples, jigs, or other products required for testing after conducting testing that requires intentionally damaging the testing samples (including damage to jigs or other products) (E.g., testing sample restoration costs, etc....).
24. The applicant shall do all necessary arrangements for investigation of any complaints.
25. The applicant shall keep a record of all complaints made known to it relating to compliance with certification requirements, makes these records available to **Tawseef**

when requested, takes appropriate action with respect to such complaint deficiencies found in products that effect compliance with the requirements for certification and documents the action taken.

26. The Applicant shall submit any complaints/appeals to **Tawseef** via email: Info@tawseef.net or through the **Tawseef** official website: [Tawseef - Complaints](#).

Non-conformities

- 27.(1) If, during testing and certification services non-conformities to applicable standards are found, **Tawseef** shall notify the Applicant. The Applicant is requested to implement all necessary modifications and request re-assessment. If non-conformities to applicable standards/regulations are still present in the modified product, **Tawseef** will issue Certificate of non-conformity. In such case, actual costs incurred for testing and/or certification services up to the issuance of Certificate of non-conformity date shall be charged to the Applicant.

(2) After certification is issued, if any non-conformity to an applicable normative document is discovered for a product, the costs for any product or factory renovations, reconstructions, and repairs in relation to that product's non-conformity shall be borne by the Applicant.

Confidentiality

28. All information pertaining to the Applicant obtained by **Tawseef** in the course of conducting the certification service shall be regarded as strictly confidential and shall not be disclosed to any third-parties. However, such information may be disclosed to a third-party for the following exceptions:
- (a) When **Tawseef** is being audited by a third-party auditor and the auditor will use the application (or other documents) as reference materials.

- (b) By a government office's order or request, or when **Tawseef** is legally obligated to disclose the information.
- (c) Information obtained by **Tawseef** may be disclosed to overseas certification bodies or business associates which have contractual agreements with **Tawseef** (including disclosure to testing laboratory and application agents) as required in order to conduct **Tawseef** services related to the application. Information disclosed to such overseas certification bodies will be handled as specified by the relevant overseas certification body.
29. **Tawseef** shall be responsible, through legally enforceable commitments, for the management of all information obtained or created during the performance of certification activities. Except for information that the client makes publicly available, or when agreed between **Tawseef** and the client (e.g. for the purpose of responding to complaints), all other information is considered proprietary information and shall be regarded as confidential. **Tawseef** shall inform the client, in advance, of the information it intends to place in the public domain.
30. When **Tawseef** is required by law or authorized by contractual arrangements to release confidential information, the client or **Tawseef** person concerned shall, unless prohibited by law, be notified of the information provided.
31. Information about the client obtained from sources other than the client (e.g. from the complainant or from regulators) shall be treated as confidential.

Personal Information

32. Use of personal information is limited to contact, processing, and other procedures necessary to complete the applied for certification services. It may additionally be used for introducing **Tawseef** services and for offering market research and information services.

Miscellaneous

33. Any questions which arise, or matter not provided for above, shall be dealt with by discussion between **Tawseef** and the Applicant.
34. **For Saudi RoHS Technical Regulation**, certificates issued for products through the SASO platform will be according to compliance with all Saudi technical regulations that are applicable to these products (including SASO TR for RoHS (01-09-21-179)), since SASO platforms are the official channels to obtain certificates of conformity for Saudi Arabia, no other certificate can be issued by **Tawseef** (apart from certificate issued through Saudi platforms) as a proof of compliance either for one or all of the Saudi technical regulations that are applicable on the products.

Our responsibility

35. Notify the applicant upon receiving the application.
36. Conducting evaluation and conformity assessment according to the certification scheme.
37. Depending on the results of conformity assessment:
- Certificate of Conformity is issued in case of compliance with the applicable normative documents.
 - Certificate of non-Conformity is issued in case of incompliance with the applicable normative documents.
38. The performance of all or part of services may be delegated to an agent or sub-contractor, and applicant authorizes **Tawseef** to disclose all information necessary for such performance to the agent or subcontractor.
39. Information stated in Certificates of Conformity is derived from the results of conformity assessment according to the applicable normative documents, the use of the Certificate


of Conformity is limited to what is decided by the scheme owner.

40. Applicant acknowledges that **Tawseef**, by providing the services, neither takes the place of applicant or any third party, nor releases them from any of their obligations, nor otherwise assumes, abridges, abrogates or undertakes to discharge any duty of applicant to any third party or that of any third party to Applicant.

41. Notify the applicant of any changes in the requirements that affect the certification. And verify the implementation of the changes by its client.

42. To be up to date about the latest updated version of the accreditation/notification scope for **Tawseef**, please visit the Saber website: [Accredited Bodies](#)

43. For inquiries and quotations, please contact us directly to (info@tawseef.net).

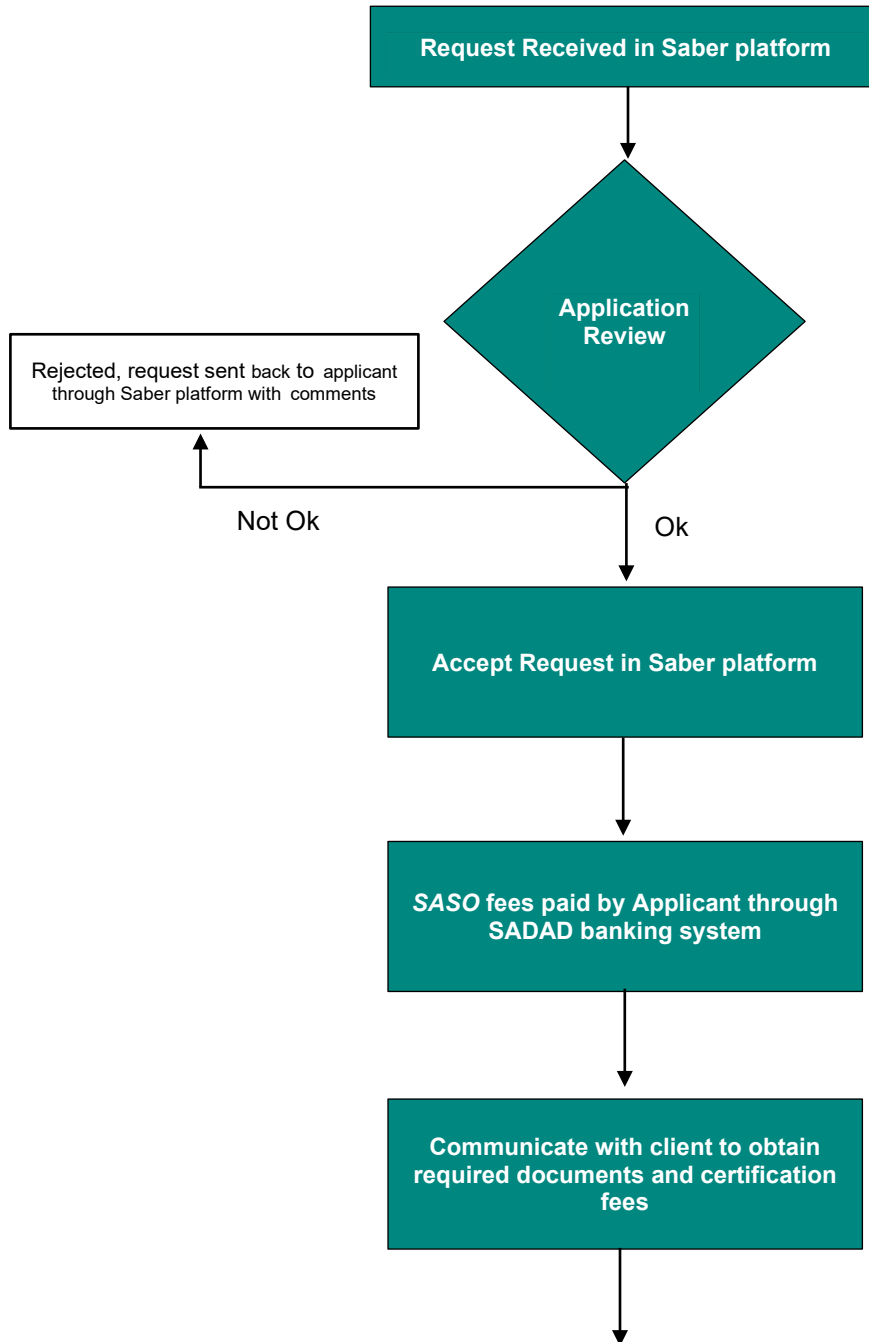
First Party	Tawseef Commercial Services
Signature	

I hereby declare that I have understood and agreed to the Tawseef Certification Agreement clauses mentioned in this document.

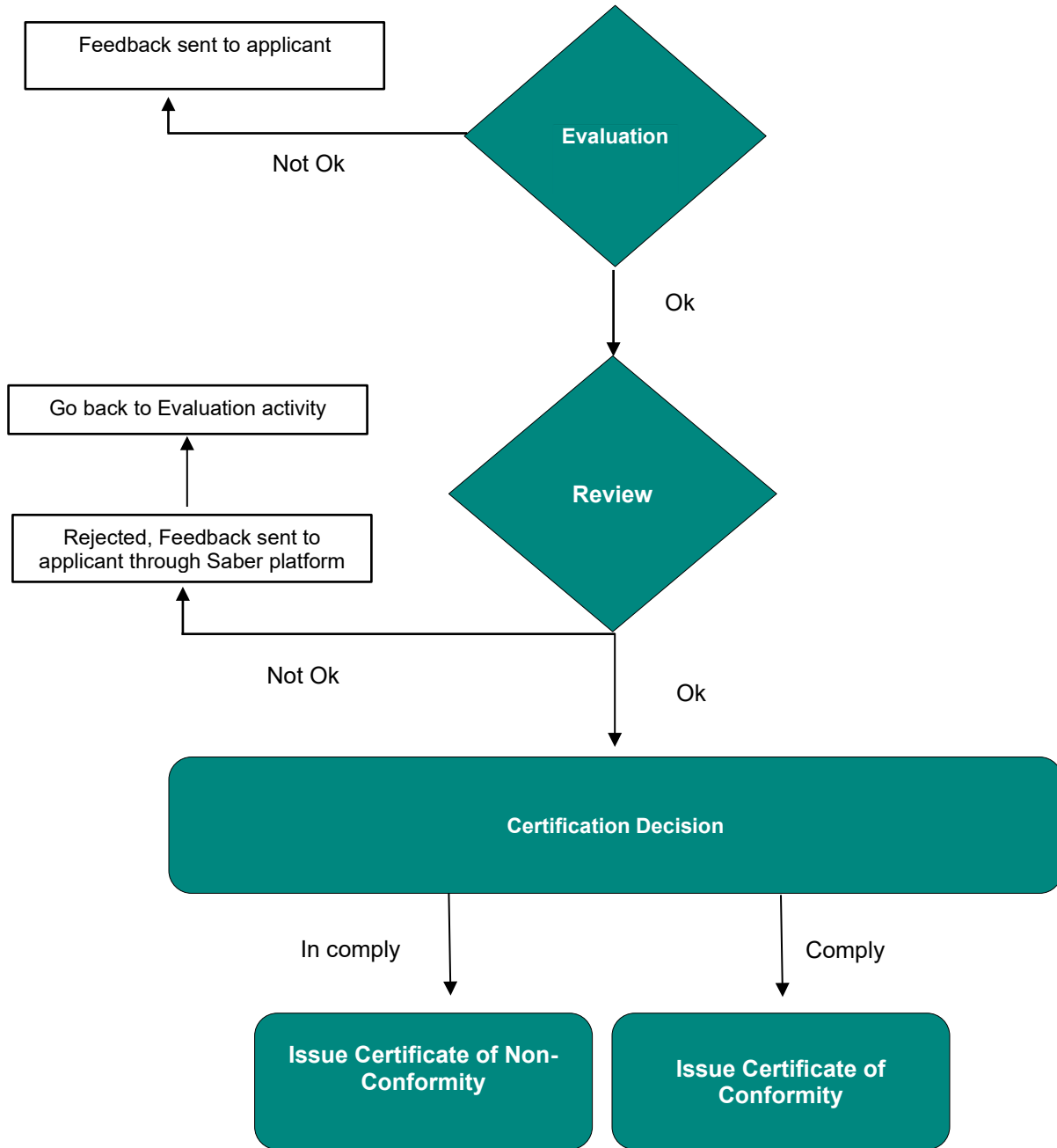
Second Party	
Signature	

Annex (1): Certification Workflow

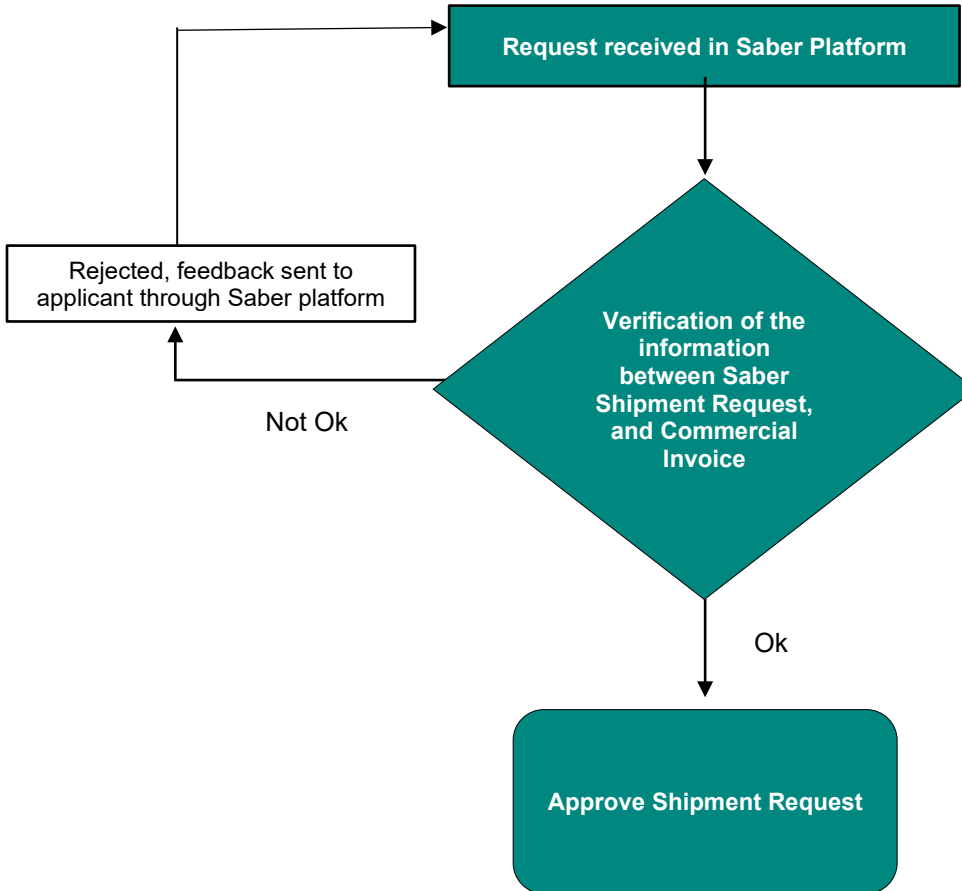
1. Saber Platform: Product Certificate of Conformity (PCOC)



QF-04: Certification Agreement
 Revision #/ Date: 03/18 Aug 2025
 Issuance Date: 01 November 2022
 Tawseef



2. Saber Platform: Shipment Certificate of Conformity (SCOC)



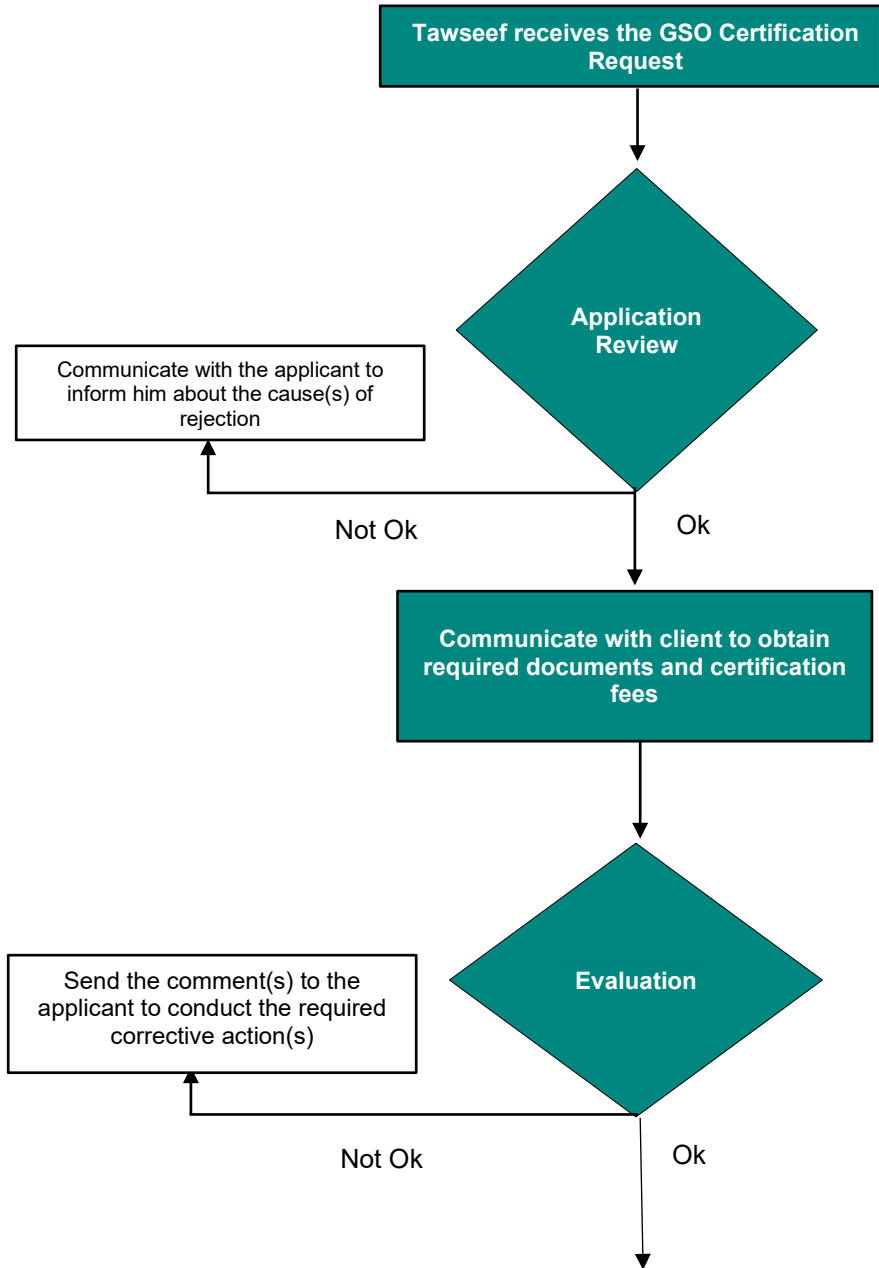
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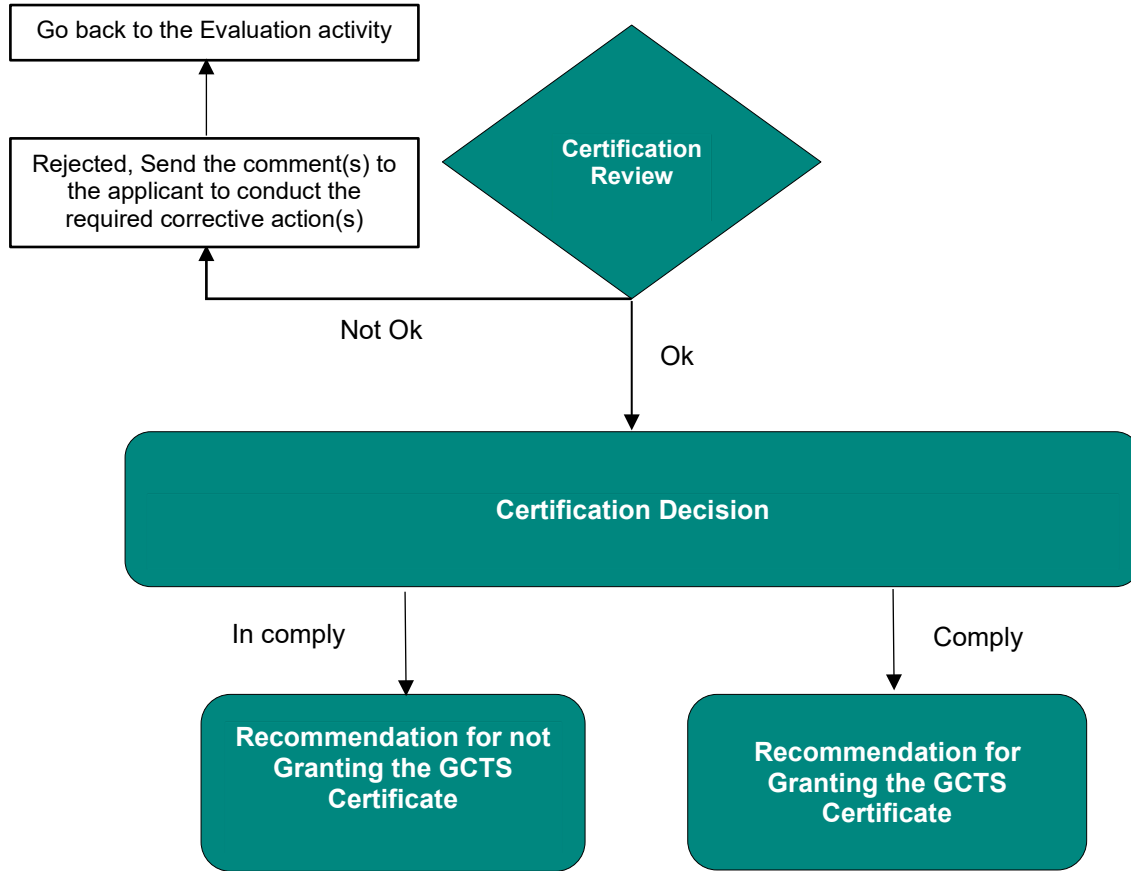
1. The compliance of the product in shipment with the applicable regulation is the responsibility of the importer; the importer's declaration of compliance is one of the Saber shipment request steps and is done prior to sending the request to **Tawseef**.

2. The PCOC & SCOC Flowcharts above are applicable to the technical regulations below:

Adhesive and Glue Materials	Doors, Windows, and their accessories	Footwear and their Accessories
Packaging Materials	Building Materials Part 1	Leather Products
Lubricating Oils	Building Materials Part 2	Detergents
Ornaments and Accessories	Building Materials Part 3	Food Safety of Tools and Appliances used in the Kitchen
Fire Control Materials and Equipment	Building Materials Part 4	Paints (Dyes) and Varnishes
Paper and Cardboards	Building Materials Part 5	Machinery Safety (Part 1)
Textile Products	Personal Care Products	Machinery Safety (Part 2)
Machinery Safety (Part 4) - Wood	Machinery Safety (General)	Auto Spare Parts
Cutting Machines and Similar Materials		

3. GSO Platform: G-mark Certificate of Conformity

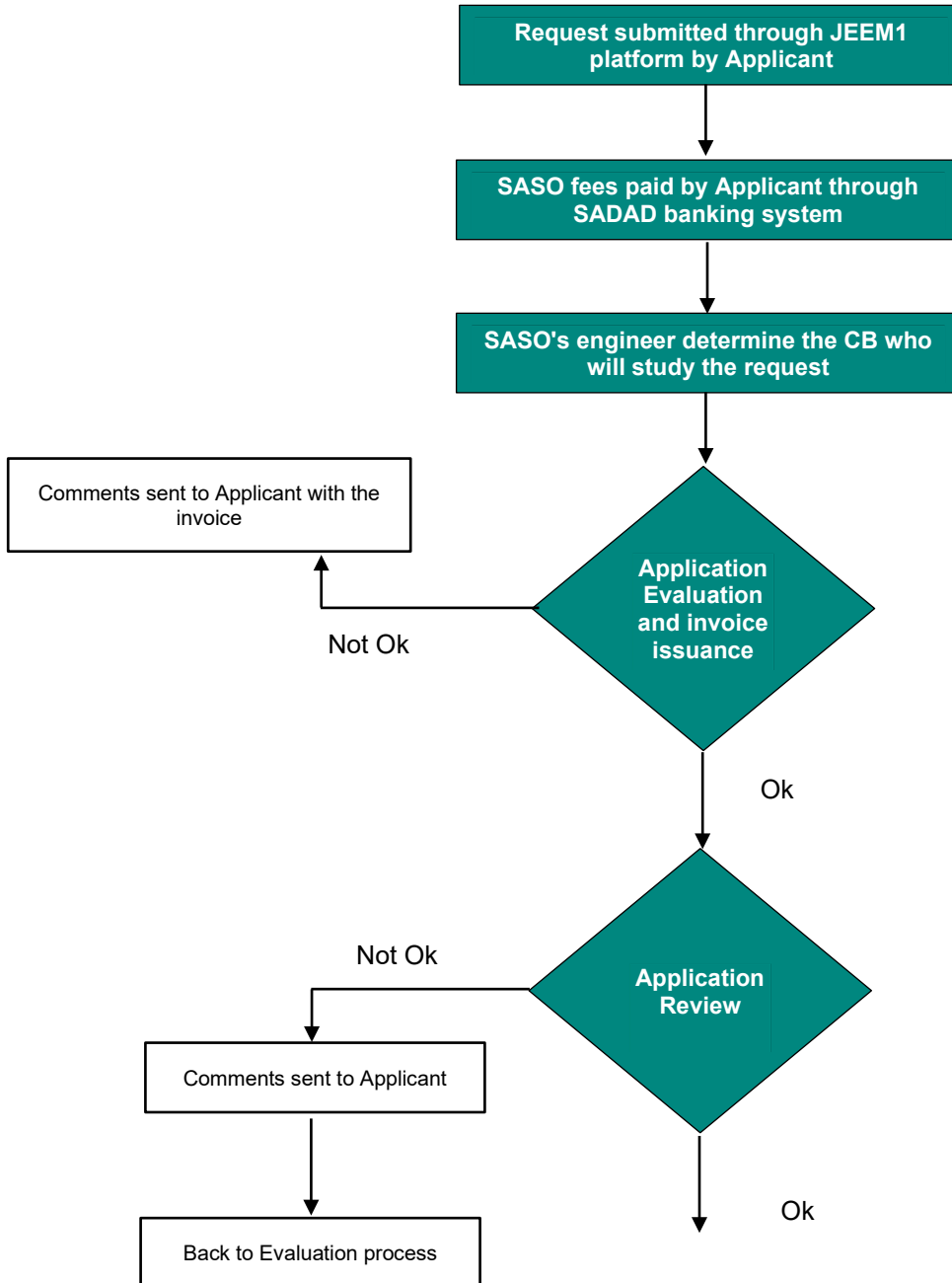


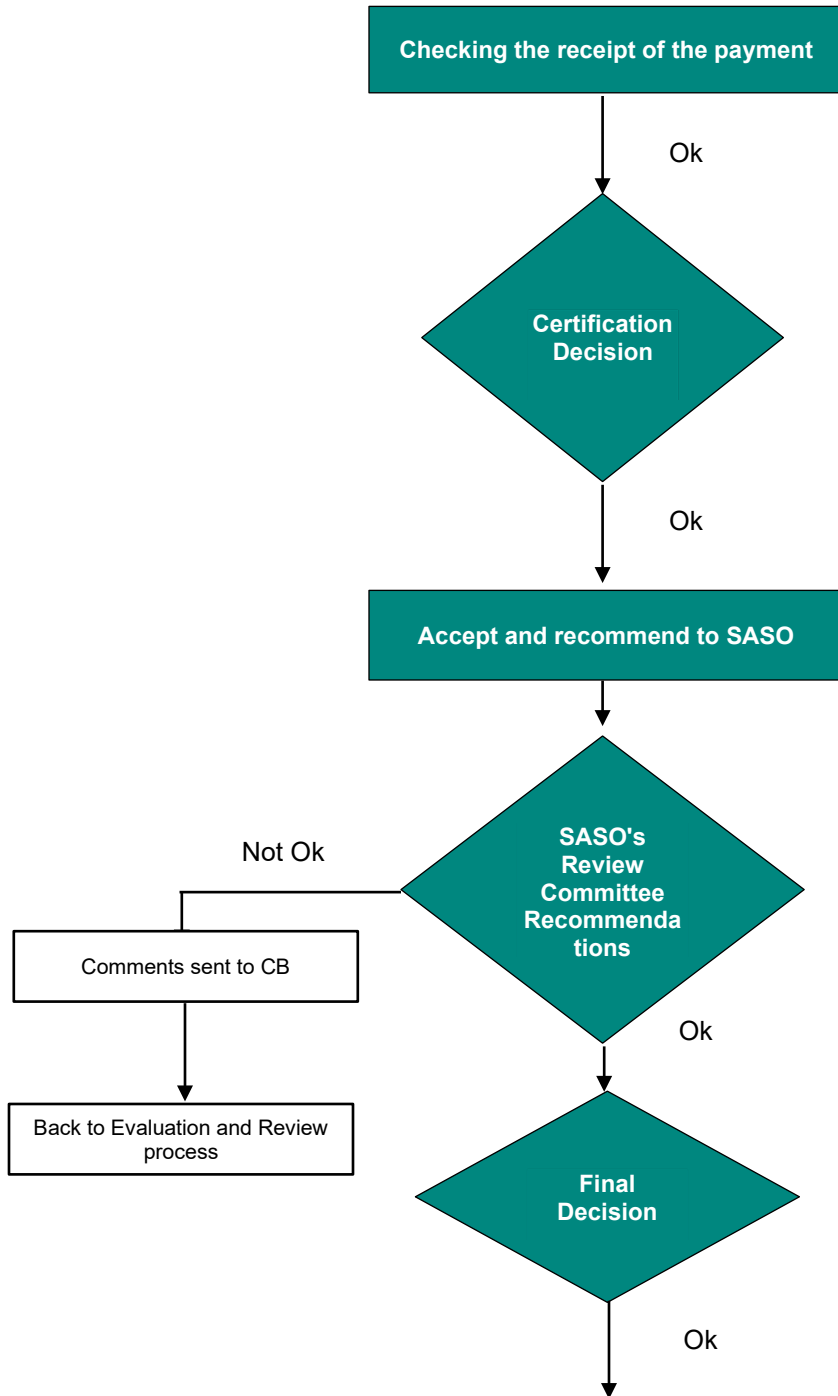


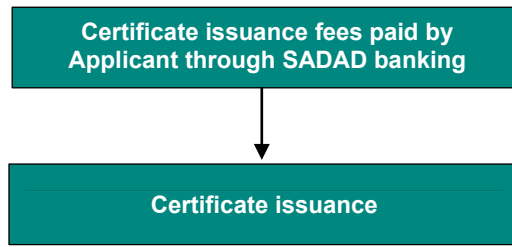
Note: The G-Mark Flowchart above is applicable for the technical regulations below:

1. Gulf Conformity Mark Certification Scheme for Low Voltage Electrical Equipment and Appliances
2. Gulf Conformity Mark Certification Scheme for Toys

4. Jeem 1 Platform: Certificate of Conformity



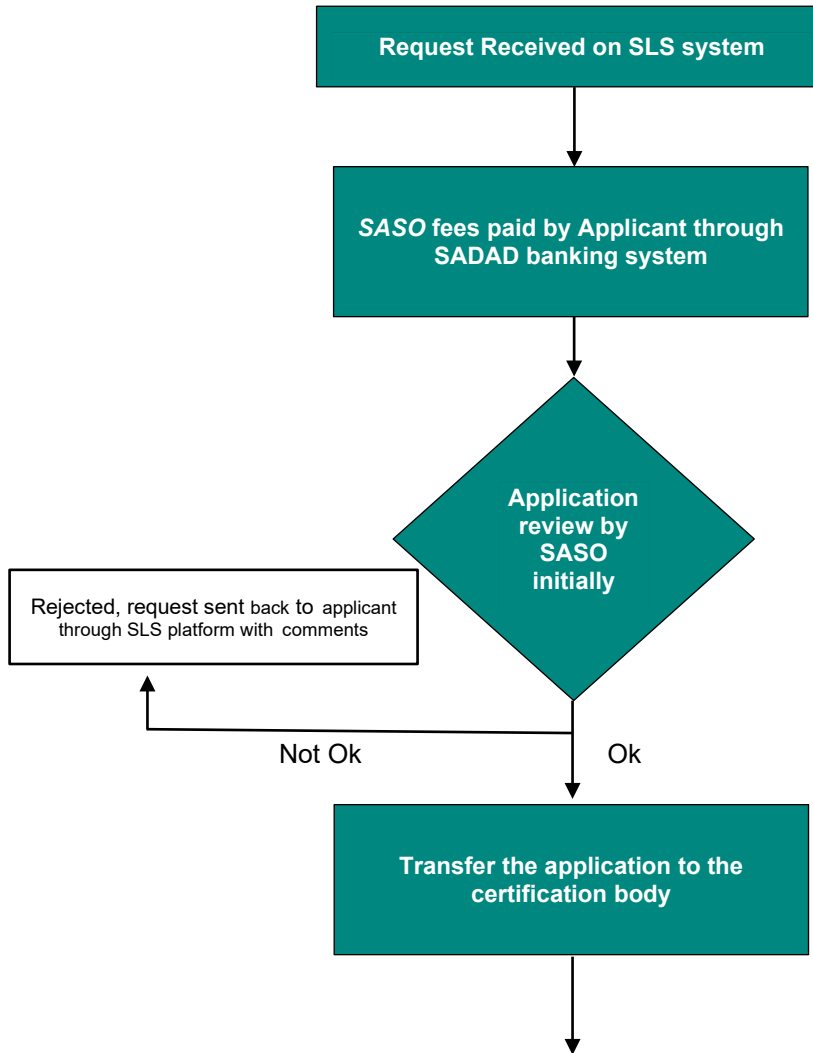


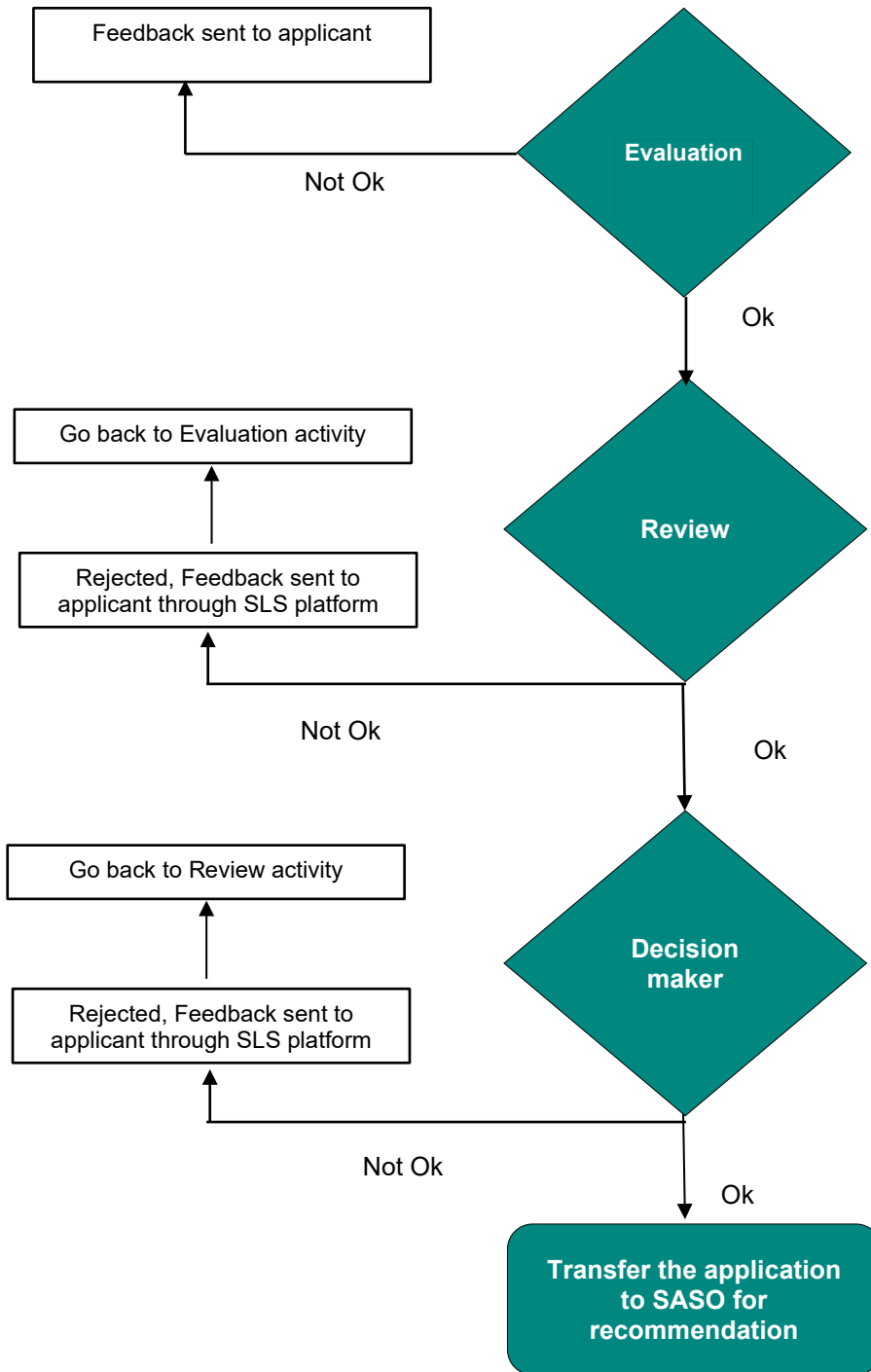


Note: The Certificate of Conformity Flowchart above is applicable for the technical regulations below:

1. Electronic Devices used in Electronic Smoking System
2. Small Scale Solar PV systems
3. Electrical Appliances and Equipment Intended for Use in Explosive Atmospheres
4. Electric Vehicle Chargers and Accessories
5. Electric Vehicles
6. Biodegradable Plastic

5. SLS Platform: Energy Efficiency Label

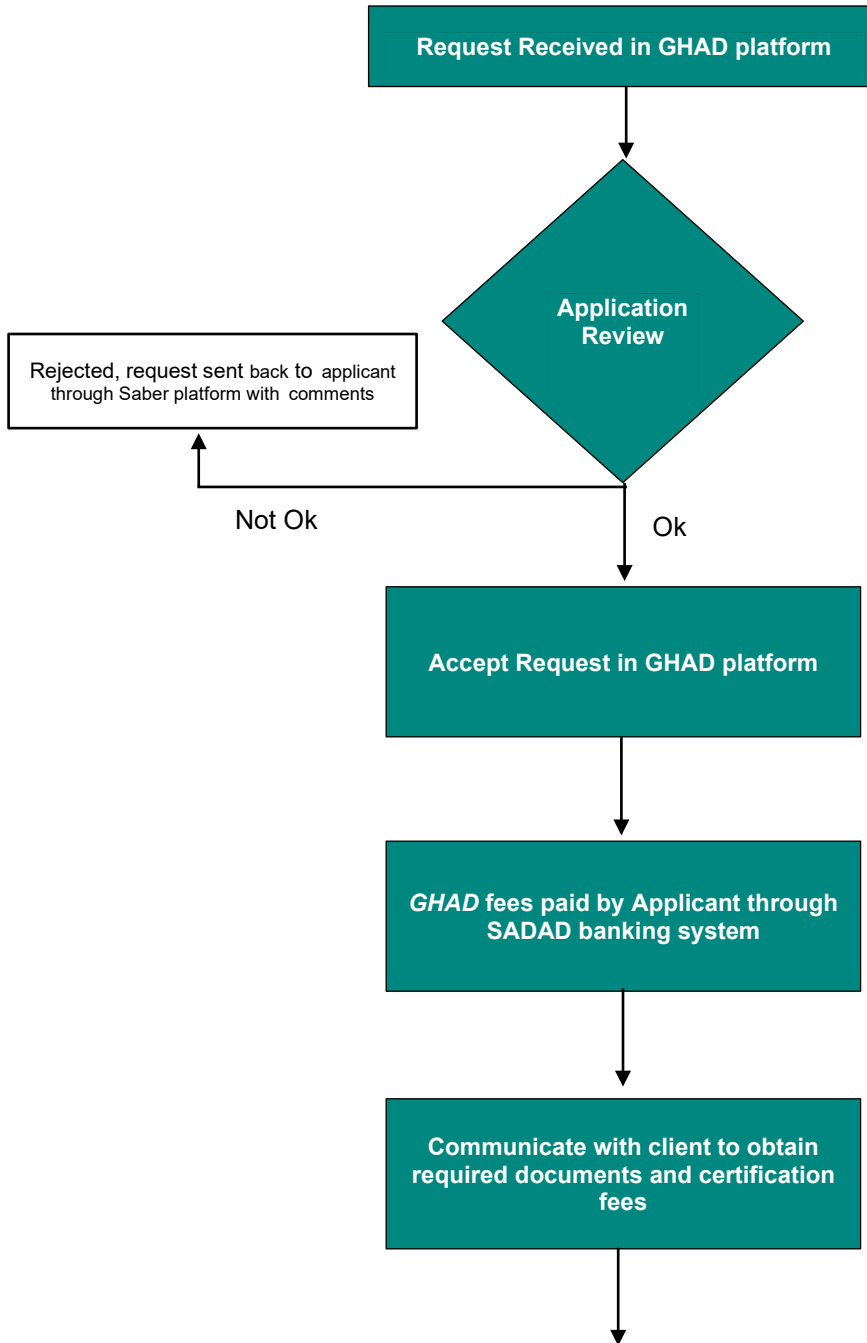


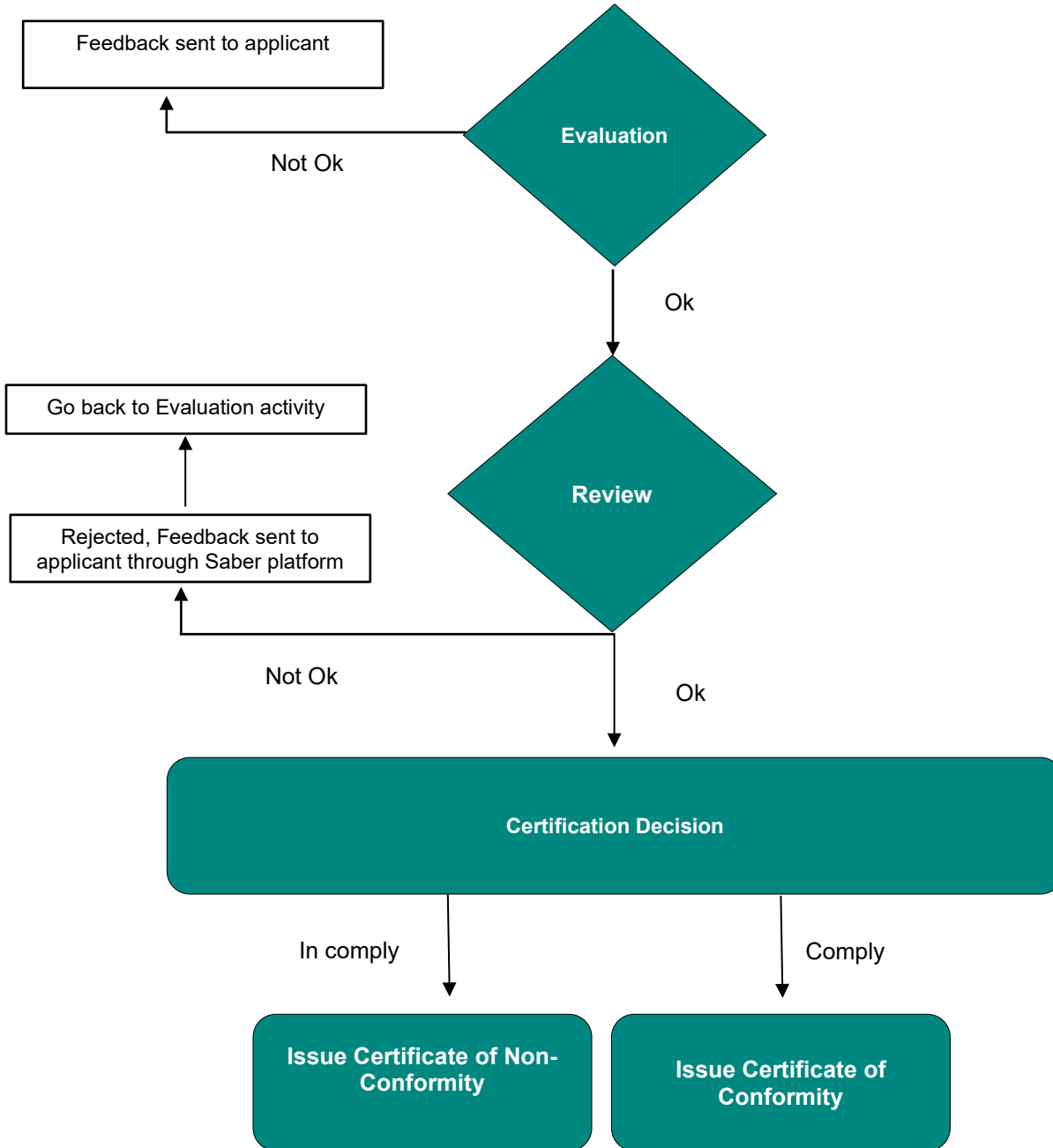


Note: The Energy Efficiency Label Flowchart above is applicable for the technical regulations below:

1. Saudi Energy Efficiency Certification
2. Saudi Water Rationalization Tools

6. GHAD Platform: SFDA Certificate of Conformity





Annex (2): Complaints and Appeals Handling Workflow

