

SERVICE TERMS: ISO MANAGEMENT SYSTEM CERTIFICATION SERVICES

These Service Terms shall govern ISO Management System Certification Services performed by the UL Solutions Contracting Party (as identified in the Quotation or Project Confirmation) and set out the responsibilities and obligations of the Client. These Service Terms and the terms of the Global Services Agreement (“GSA”) are incorporated by reference into and are an integral part of each Service Agreement entered into by the Parties for ISO Management System Certification Services. The capitalized terms in these Service Terms which are not defined herein shall have the same meaning as in the GSA.

1. **Scope of Service.** UL Solutions Contracting Party will evaluate Client’s management systems and provide certification services in accordance with the International Organization for Standardization (“ISO”) of standards and/or other published standards intended for the evaluation of management systems. The services requested by Client for specific projects shall be set out in an individual Quotation or a Project Confirmation.
2. **Price.** A Quotation or Project Confirmation will establish the price for UL Solutions Contracting Party’s Services. The price will depend upon the type of certification requirements. All Quotations and Project Confirmations are subject to change at UL Solutions Contracting Party’s discretion, upon reasonable notice to Client, depending upon the requirements of the specific project.
3. **Cancellations and Postponements.** UL Solutions Contracting Party will work with Client to schedule pre-assessment meetings, preliminary evaluations, registration audits, and surveillance audits, at mutually agreeable dates and times. If Client postpones or cancels any scheduled audit less than thirty (30) days before the scheduled date, Client agrees to pay the following cancellation fees:
 - a. If Client notifies UL Solutions Contracting Party less than thirty (30) days, but more than fourteen (14) days before any scheduled audit, the cancellation fee shall be the greater of 20% of UL Solutions Contracting Party’s quoted fee or \$3,000; or
 - b. If Client notifies UL Solutions Contracting Party less than fourteen (14) days before any scheduled audit, the cancellation fee shall be 75% of UL Solutions Contracting Party’s quoted fee.
4. **Registration Program Requirements.** UL Solutions Contracting Party will make available a document(s) containing additional Quality Management System Program Requirements and/or Addendum for Program Specific Requirements (collectively, “Program Requirements”) for the applicable type(s) of quality management system registration. The Program Requirements more fully explain UL Solutions Contracting Party’s various management system certification programs and Client’s obligations and rights under those programs. Client agrees to abide by the terms of the applicable Program Requirements, which are incorporated by reference into these Terms and made a part of the Service Agreement between the parties. In the event of a conflict between the Program Requirements and these Terms, the Program Requirements shall control.
5. **Use of Certificate(s) and Accreditation Mark(s).** Client agrees to use the Certificate, and accreditation mark(s) owned or controlled by the UL Solutions Contracting Party as applicable, only in accordance with the conditions of use set out in the Program Requirements of the UL Solutions Contracting Party.
6. **Surveillance Audits.** UL Solutions Contracting Party’s surveillance audit service, and any audits conducted by UL Solutions Contracting Party, are designed to serve only as a verification of continued compliance of the organization’s management system with the Service Agreement and the applicable Program Requirements.
7. **Use of Names and Marks.** Medical regulatory services shall not result in UL Solutions Contracting Party issuing product safety certification, or any authorization to use the Marks, except as expressly authorized herein. Except as otherwise expressly authorized by UL Solutions Contracting Party, Client shall not use UL Solutions Contracting Party’s, or any other UL Solutions Company’s, name, abbreviation, symbols, Marks or any other form of reference which may be interpreted to refer to UL Solutions Contracting Party or any other UL Solutions Company, on any goods or their containers or packaging, or in connection with any oral or written advertising, promotions, or otherwise.