



TQCSI-USA LLC RO TQCSI (USA)

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TERMS AND CONDITIONS

TQCSI-USA LLC reserves the right to communicate with its customers through its Terms and Conditions policy. This Policy shall supersede any and all customer communications provided through the three-year quotation, due to the continuous changes in non-fixed fees of the industry and certification requirements. Notwithstanding the foregoing, fixed daily rate specified for the three-year certification cycle and the associated auditor travel expenses, which are charged at cost, shall remain unaffected.

TQCSI-USA LLC reserves the right to amend non-fixed fees communicated through the three-year quotation, in response to cover the changes in non-fixed fees directly related to the total cost of certification to maintain customers' certificates valid. These include, but are not limited to, HO Fees, Certification Fees, IAQG/OASIS Fees, OCAP fees and unforeseen administrative fees. Furthermore, TQCSI-USA LLC reserves the right not to issue annual quotations unless expressly requested by a customer. Any changes in non-fixed fees are communicated and reflected in the yearly invoice.

TQCSI-USA LLC reserves the right to modify the audit durations as communicated through the three-year quotation, including audit time and plan/report time, for all customers, and particularly for aerospace clients, due to revisions of AS9104/1A related to the Organization Certification Analysis Process (OCAP).

TQCSI-USA LLC reserves the right to receive a customer's Purchase Order (PO) indicating received status, not an approval status. Customers must request confirmation of review and approval by TQCSI-USA LLC for all POs issued. It also reserves the right to reject any customer PO that does not reflect all fees required on the yearly invoice issued by TQCSI-USA LLC, and or due to any of the aforementioned continuous changes.

TQCSI-USA LLC reserves the right to solely accept direct payments via electronic methods due to COVID-19 and current green initiatives. The approved methods of payment are listed on each invoice, and only these approved methods are acceptable.

TQCSI-USA LLC reserves the right to charge 1.5% interest per month (18% per annum) on late payment fees. Additionally, TQCSI-USA LLC reserves the right to levy an administrative charge of \$200.00 per hour for efforts spent on investigating late payments. In the case where a customer has not paid for its yearly certification fees to main its certification(s) status, though TQCSI-USA LLC paid these fees to maintain valid certificate status, TQCSI-USA LLC reserves the right to levy an administrative fee of equal or greater value than the unpaid certification(s) fee(s). All fees, including change of fees, and interest payment charges/credits are communicated through the yearly invoice; no other communication is deemed valid.

TQCSI-USA LLC reserves the right to revise its invoices, due to needed corrections or changes in fees expressed above and that any and all changes are communicated through an issued invoice. TQCSI-USA LLC reserves the right to group fees under naming conventions it deems valid. It reserves the right to, where deemed necessary per TQCSI-USA LLC accounting department to show individual line-item charges (expended) or grouped fees within the issued invoice.

TQCSI-USA LLC reserves the right to maintain full and undisputed control over its pricing per its license agreement with TQCS International, and TQCSI-USA LLC reserves the right to conduct its own customer complaint investigation in response to any or all customer complaints communicated to TQCS International.

These Terms and Conditions apply when doing business with TQCSI-USA LLC on behalf of TQCS International. It is the sole responsibility of RO TQCSI (USA) LLC's customers to ensure this policy and any other policies posted by RO TQCSI (USA) LLC are reviewed and understood. All inquiries about this policy should be directed to info@tqcsi-usa.com.

Stela Tomova
Managing Director
RO TQCSI (USA) LLC
13 January 2025

International Certification of Management Systems

