



# Our charter

Subject to specific provisions in the contract or agreement, RBnano SàRL will perform all contractual work in accordance with the following terms.

## **Article 1 : Ethics and Confidentiality**

RBnano SàRL guarantees confidentiality of work commissioned by the client and

assures compliance with the ISO 17 025 Quality standards. In the case of a study requiring an exchange of confidential information between RBnano SàRL and the client, both parties shall be bound by the confidentiality clause.

## **Article 2 : Resources**

**RBnano SàRL shall employ all means necessary to the performance of its work.**

These resources and main phases of the work are described in the service offer, which is drafted and delivered by an appointed project manager.

## **Article 3 : Project manager**

The appointed project manager shall act as your liaison officer. He shall provide information regarding State support possibilities and shall look into any necessary redirection of the study on account of intermediate results. All alterations call for written clauses to be signed by both parties, commenting and interpreting the obtained results.

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SàRL au capital de 40 000 €  
RCS STRASBOURG TI 497 929 604  
SIRET 497 929 604 00013  
CODE NAF 742C

Banque Populaire 17607  
Guichet 0001  
Compte 7021027741  
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#### **Article 4 : Continuity of service**

RBnano SàRL ensures continuity of service from Monday to Friday between 9 to 12h/14 to 17 pm throughout the year except holidays, the period between December 24 and including January 1, the period August 1st to August 16 inclusive.

#### **Article 5 : Orders**

All orders placed by telephone are to be confirmed with a purchase order, either by fax or by mail, with reference to the written offer made by RBnano SàRL.

#### **Article 6 : Prices and period of performance**

In case of extraordinary events or circumstances, of which the client shall be duly informed, the period of performance and price are those that figure on the estimate. The indicated prices are quoted before tax. The period of performance begins upon receipt of a written order and samples in conformity with the requirements.

#### **Article 7 : Results**

To fulfil regulatory or client requirements, quantitative results are provided (after a preliminary study if required) with their measurement uncertainties in accordance with the Standards of Quality.

#### **Article 8 : Sub-contracting**

Clients shall be informed if subcontracting is necessary. All sub-contracted work is conducted under the full responsibility of RBnano SàRL under total guaranty, confidentiality and anonymity.

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### **Article 9 : Work Performance**

Should staff of RBnano SàRL require access to the client's facilities, an agreement on the respective conditions and responsibilities shall be made.

### **Article 10 : Industrial property**

The customer acquires ownership rights to the work commissioned when RBnano SàRL has received payment in full of all sums due.

### **Article 11 : Invoicing**

The invoice is issued after the work is completed and the report is sent out. The invoice is subject to VAT, and is payable within 30 days from the invoice date. Payment may be made by check, bank transfer or any other regular modes of payment. Any delay in payment will incur an interest of 1.5 times the current bank rate.

### **Article 12 : Storage of samples and reports**

Samples will be stored for a month after the report is sent out. They may be returned at the client's request, who will then bear all postal charges. RBnano SàRL reserves the right to either store unclaimed samples or dispose of them in the appropriate manner.

Reports are kept for 5 years; thereafter, they may be destroyed through shredding, burning or garbage disposal.

### **Article 13 : Attribution of jurisdiction**

The Commercial Court of Strasbourg has jurisdiction over all litigation cases, including requests for guarantee, cases of multiple defendants and summary proceedings.

The property rights we have gained and the amount of study is an advance fee.

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