



RACI Rationalization of Combustion Processes d.o.o.
Company in **Ljubljana Technology Park**
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Ljubljana, June 1st, 2023

GENERAL TERMS AND CONDITIONS OF THE COMPANY APPLICABLE TO PROVIDING OF ITS SERVICES

1 General Provisions

The General Terms and Conditions of the Company applicable to providing of its services define the rights and obligations by the RACI d.o.o. company and the client binding for both parties. These terms and conditions apply to all quotations and contracts, which the RACI d.o.o. company submits to the client, if not agreed otherwise.

RACI d.o.o. is accredited by the Slovenian Accreditation with the accreditation No. LP-076 in the field of testing (EN ISO/IEC 17025) and is holder of the authorisation by the Ministry of the Environment, Climate and Energy of the Republic of Slovenia No. 35435-25/2020-2 for performing the first measurements and operational monitoring of the emission of substances into the air, as well as the authorisation by the Ministry of Economy and Sustainable Development of the Republic of Croatia No. UP/I-351-02/19-08/07 for performing monitoring of air pollutant emissions from stationary sources (pračenje emisija onečišćujućih tvari u zrak iz nepokretnih izvora). The company carry out tests in the field of gas analysis with an emphasis on measurements of emissions of substances into the air from stationary sources of pollution.

RACI d.o.o. is accredited by the Slovenian Accreditation with the accreditation No. K-085 in the field of inspection (EN ISO/IEC 17020, type C) and is holder of the authorisation by the Ministry of the Environment, Climate and Energy of the Republic of Slovenia No. 35435-26/2020-2 for performing calibration and regular annual testing of the operation of measuring equipment for continuous measurements of the emission of substances into the air as well as the authorisation of the Ministry of Economy and Sustainable Development of the Republic of Croatia No. UP/I-351-02/19-08/08 for verification of the correctness of the measuring system for continuous measurement of pollutant emissions into the air from stationary sources (provjera ispravnosti mjernog sustava za kontinuirano mjerenje emisija onečišćujućih tvari u zrak iz nepokretnih izvora).

The company is actively involved in the designing, manufacture, supply, installation, use or maintenance of objects of inspection or objects competing with object of inspection. Firm can also offer its inspection services to external users.

The company performs inspections of systems for measuring the emissions of substances into the air, more specifically:

- accredited inspection of the functional compliance of automated measuring systems and inspection of the adequacy of measurement results of systems for continuous emission monitoring with parallel measurements,
- non-accredited inspections of the correct selection of the measurement site for automated measuring systems (AMS), correct execution and installation of automated measuring systems (AMS).

The company performs also accredited inspection of portable automated measuring systems for periodic measurements of emissions from stationary sources, personal gas detectors, and devices for the preparation of gas mixtures.

2 Procurement of Services

Any request for our services can be communicated by calling +386 1 620 33 80 or sending an e-mail to info@raci.si.

The service is provided based on a written order linked to the submitted offer, or after the conclusion of the contract. Before ordering or concluding a contract, it is necessary to specify the scope and conditions of the service.

3 Performance Deadlines, Price of Services and Payment Terms

The final deadline for execution is determined when the order is placed or when the contract is concluded. The exact date of the performance of the services is agreed upon according to the availability of resources of the contracting parties.

Services are billed according to the valid service price list or in accordance with the contract or order. The valid price list of services is available at the company headquarters. Value added tax is not included in the prices in the price list and is calculated separately.

The client pays for the service to the company's transaction account based on the issued invoice with a payment term of 15 days, or according to prior agreement. The subscriber can reject the invoice within 8 days after receipt of the invoice. After this period has passed, it is no longer possible to reject the account.

4 Personal Data Protection

The staff of the RACÍ d.o.o. company acquire and keep only data about the client, which is required for providing their professional services. Data gathered this way is used exclusively for the purpose it has been acquired for.

The staff of the RACÍ d.o.o. company may forward personal data to third parties if such a party is authorised by law for their acquisition and use it based on the written request or consent of the person this data refers to.

Any questions linked to the processing of personal data shall be submitted to the head of the information security department within the RACÍ d.o.o. company to the address petra.dorrer@raci.si.

5 Appeals and Complaints

Any appeal or complaint can be submitted by the customer or other interested party (hereinafter referred to as the complainant) in writing, by e-mail, by telephone or orally. The recipient of a complaint or appeal, who can be any employee within RACÍ d.o.o. write down all the information provided by the complainant.

After receiving an appeal or complaint, the person responsible for resolving the procedure evaluates and determines the resolution method:

- in the case of an appeal or complaint due to printing errors, addressing errors and similar errors, the errors in the reports will be corrected by the person who made the report,
- in the case of an appeal or complaint due to substantive errors, the procedure must be decided by a person who was not involved in the execution of the tests or control.

For an unjustified appeal or complaint, the person responsible for resolving the procedure shall inform the complainant in writing of the reasons for not considering it.

If the complainant is not satisfied with the resolution of the appeal or complaint, he can appeal again. The director of the company must be notified in writing about the new procedure. Repeat appeal or the complaint is then resolved by an independent commission formed by the director. The client or the complainant will be informed in writing about the resolution of the procedure. The decision of the independent commission can be appealed to the court having actual and local jurisdiction.