



**T M O**  
**GENERAL DIRECTORATE**  
**PRODUCT TECHNOLOGY AND**  
**LABORATORY**  
**BRANCH DIRECTORATE**



**APPLICATION REQUIREMENTS**

PREPARATION HISTORY: 02.12.2016

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1. Product Technology and Laboratory Branch Directorate; is an experiment laboratory accredited by TÜRKAK according to TS EN ISO / IEC 17025 Standard.
2. Sample Acceptance Criteria, Analysis Fees List, Test Methods List and Application Request Form are published at [www.tmo.gov.tr](http://www.tmo.gov.tr).
3. Our customers have the right to know about the method of analysis, equipment used, whether the method is accredited or not. This information can be obtained from the staff of the Sample Acceptance Unit, the institution's website ([www.tmo.gov.tr](http://www.tmo.gov.tr)) and on 0312 591 41 76. The client's payment of the analysis fee implies acceptance of the service details provided by our Institution. This also applies to samples sent by cargo.
4. Our institution may allow the client to testify to the test after the evaluation in the framework of our procedures. Before witnessing the trial, the client must sign the Declaration of Liability and Privacy, which is part of our quality system.
5. For the analysis, there should be a label on the incoming sample that contains descriptive information about the sample (such as name, code, organization name, date of sampling, etc.). The samples for mycotoxin analysis must be packed in accordance with legal regulations.
6. It is the responsibility of the customer to transport, pack and handle the storage of samples of the sample to represent the completeness of the sample and to the acceptance of the laboratory.
7. Sample acceptance will not be done until the application form is filled. If the form does not come with the sample, the authorized company / person can fill in the Application Request Form at [www.tmo.gov.tr](http://www.tmo.gov.tr) and send it to [lab.haber@tmo.gov.tr](mailto:lab.haber@tmo.gov.tr) by e-mail or fax to 0312 591 41 69.
8. Samples for which the application form is not filled will be returned with a maximum waiting period of 15 days.
9. If the analysis fee has not been paid within 15 days of the samples accepted to the laboratory by the Application Form, the sample will be returned.
10. The acceptance of the samples / samples will be started within 2 days after the completion of the "Request Form" and the payment of the analysis fee. The analysis fees can be paid by the applicant's TMO Corporate Account at [www.tmo.gov.tr](http://www.tmo.gov.tr) or at the nearest TMO office. In case of non-payment or lack of documents, analysis will not start. Our Laboratory is not responsible for the delays caused by these reasons.
11. The test and analysis results can not be used in the same way that the TMO's name is mentioned in the advertisements and / or the product is approved by the TMO. Otherwise, both the publication of the commercials by TMO will be stopped and for the purpose of compensation for material and moral damages, will be resorted.
12. It is compulsory to declare an identity at the time of delivery of the Test Report.
13. Samples that do not meet the sample acceptance criteria will be handed in the form of "Sample Return Minute". In case of samples coming by cargo, the customer will be informed and samples will be returned or destroyed on the request of the customer. The desired samples will be sent by courier in counter-payment.



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14. After reporting, the customer may appeal within 15 days as an analysis result. If the objection assessed by the meeting of the top management is justified and there is a nonconformity with the test result, the "Inappropriate Testing Procedure", which is part of our quality system, is applied. If an error is detected as a result, the report containing the result of the incorrect analysis is canceled with the approval of the Branch Manager and the customer is informed. On the witness sample, the customer may try to do the repetition for free or give up the analysis request by requesting the witness sample. In case of cancellation, the analysis fee is refunded. If nonconformities are detected after the report is sent to the customer, a Corrected Test Report is prepared and the customer is sent and the customer is informed. The wrong report is withdrawn.
15. Samples to be analyzed; from the date of the report, it is stored at a temperature between 0 ° C and +15 ° C for 30 days. In case the customer has a written request for return of the remaining sample; the sample will be returned to the customer after the 15-day deadline, which is the objection period, is arranged after the Sample Return Minus.
16. If additional tests are requested by the customer before or during the experiments for the samples sent, the customer must fill in the "Application Request Form" for further experiments and pay the analysis fee.
17. If the customer gives up all or some of the tests requested by the "Application Request Form", the analysis fee will be refunded if the experiments given are not started. The analysis fee is not refunded if it starts with the experiments.
18. Customer may request written information about the result or the experiment made. In this case, the information about the method, device, standard and results used in the experiment can be given in writing.
19. If requested by the customer, comments can be made regarding the test result (legal compliance status, quality classification, etc.). However, these interpretations are made without regard to measurement uncertainty.
20. In experiments under accreditation, the analysis result is reported together with the measurement uncertainty if the measurement uncertainty is affected by the limit value compliance according to the relevant legislation.
21. The customer is informed in the event of any extension of the test period (deterioration of the device, long-term power interruption, deterioration in chemicals or equipment, etc.). In this case the sample and the analysis fee will be refunded if the customer withdraws the sample.
22. Our clients' opinions are very important for continuous improvement of our quality system, so they can pass opinions and suggestions through questionnaires, complaints by completing their complaint forms. Customers can access these forms at [www.tmo.gov.tr](http://www.tmo.gov.tr). In addition to this, they can also be notified via electronic mail (lab.haber@tmo.gov.tr).