

Conditions for the suspension and/or withdrawal of Statements of Product Registration (SOR), Statements of Product Licence (SOR) or other similar documents

This document defines the conditions under which a Statement of Product Registration (SOR), Statement of Product License (SOL) or any other similar document issued as per the Cotecna General Conditions for Product Conformity Assessment Services can be either suspended or withdrawn.

1 Monitoring of registered or licensed goods

Monitoring of registered or licensed goods refers to regular surveillance and/or testing of certified products as agreed with an applicant (hereinafter referred to as the “Client”) at the time of submitting a Request for Certification (RFC). It is required to determine if conformity to quality requirements is being maintained following certification.

2 Suspension of the Registration or the License for a product

The suspension of a Registration or a License for a product is a decision made by Cotecna whenever Cotecna believes the certified products are no longer in compliance with the requirements.

The Registration or License may be suspended for a limited period in the following cases:

1. If product non-conformity is detected of such a nature that immediate withdrawal is not necessary. Such situations may arise, but shall not be limited to when:
 - Cotecna is informed of a discrepancy in visual parameters (such as marking and labelling) by the respective importing country regulatory authorities.
 - Defects in the product that come to light later and which were not detected during periodic inspection
2. If the Client contravenes the terms of the Registration, in cases such as but not limited to:
 - Failure to furnish updated/ renewed documentation (such as lab accreditations, scopes, QMS certifications etc.) as and when requested by Cotecna within an agreed time frame.
 - Prevention or restriction of the periodic interventions as defined at the time of submitting the RFC and which are required by the respective schemes.
3. The Client does not pay fees within stipulated periods despite reminders
4. The Client or manufacturer notifies Cotecna of its intention to suspend or suspends production of the affected product for a limited time.

The Client will be informed in writing about the suspension immediately upon uncovering any of above detailing the cause and the conditions under which the suspension will be lifted. The Client has the right within 30 days of the notice to appeal the decision. Upon receipt of such appeal, a further review will be conducted, and a further notification will be sent to the Client advising whether the suspension has been terminated, modified or maintained.

The importing country's regulatory authorities will be notified on suspension of a Registration or a License by Cotecna.

When a Registration or a License is suspended, the Client may not promote or advertise their certification in any way and may not claim to be certified.

3 Withdrawal (cancellation) of a Registration or a License

A Registration or License may be withdrawn in the following cases:

5. If a serious product non-conformity is detected during the surveillance activity
6. If the Client continually prevents or restricts the periodic interventions as defined at the time of submitting the RFC, and which are required by the respective certification schemes.
7. If the Client fails to take adequate corrective measures after suspension of the Registration
8. If the manufacturer notifies Cotecna of the intention to suspend or suspends production of the affected products
9. Voluntary discontinuation by the exporter
10. Change in production process, brand ownership or product requirements that makes it impossible to ensure continued conformity.

The Client will be informed in writing about the pending withdrawal of the registration or the license immediately upon uncovering any of above detailing the cause. The Client has the right within 30 days of the notice to appeal the decision. Upon receipt of such appeal, a further review will be conducted, and a further notification will be sent to the Client advising whether the withdrawal has been terminated, modified or maintained.

The importing country's regulatory authorities will be notified upon withdrawal of a Registration or a License by Cotecna.

4 Appeal

The Client may appeal to Cotecna against a decision to suspend, withdraw or not to award a certificate following the appeals procedure detailed in the link: <https://www.cotecna.com/media/3687/voc-complaints-and-appeals-procedures.pdf> and making use of the appeals form <https://www.cotecna.com/media/3692/voc-appeal-form.pdf>

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