



General Terms and Conditions of Sale

Rev. 8 dated 01/10/2026

Art. 1 - Contracts and all communications must be sent to Lanartex srl - Via Primo Maggio no. 27 - 59013 Montemurlo (PO), unless otherwise specified by Lanartex. The party placing the contract shall be referred to as the "User". The "Test and Analysis Request" form, issued by the laboratory and sent to the User via the "ForLabs" service for acceptance, is, for all legal purposes, a Contract. A request sent from the "Tests" page of the website www.lanartex.it using the "Request a quote" function is a request for information or for a quote, or advance notice of the tests on samples being delivered: it constitutes neither acceptance nor a Contract, which is concluded upon acceptance of the "Test and Analysis Request" form, including in the ways set out in Art. 2.

Art. 2 - The contract shall be deemed accepted by the User even if it has not been signed, provided the User has sent samples accompanied by a written request (paper or email) or, in any event, once 4 hours have elapsed from delivery of the notice of acceptance signature. Test Reports are made available to the Customer via the "ForLabs" service, accessible from the "Client Area" of the website www.lanartex.it (labo2.lanartex.it), where they remain available for one calendar year, unless otherwise agreed. Activation credentials are managed independently by the customer in accordance with the privacy regulations set out by the new EU GDPR. If the Customer needs to receive a hard copy of the Test Report that is identical to the original, a request must be made in advance. The issue of a certified hard copy of the Test Report entails a surcharge of €5.00 for each Report. Where not explicitly requested by the client, the laboratory will send the test results in as few Test Reports as possible.

Art. 3 - In the event of a breach of the terms of the contract (particularly in the event of late payment, even partial, of the agreed fee), the User acknowledges Lanartex srl's right to demand immediate payment of any outstanding balance of the agreed fee.

Art. 4 - If, for any reason, the User is no longer able to fulfil these contractual obligations, the arrangements in question shall be deemed terminated upon the User's request. In this event, and provided that Lanartex srl has not initiated any analytical activities, the User agrees to pay within 30 days of termination only an amount corresponding to the expenses previously incurred.

Art. 5 - Any indications regarding the date for delivering samples to be tested are merely suggestions preferred by the User and are not binding on Lanartex srl.

Art. 6 - Lanartex srl's services must be paid for by no later than the deadlines agreed in the contract and/or offer. In any case of late payment or unpaid amounts, interest on arrears will always apply at the maximum legal rate, plus €50.00 as a credit-recovery handling fee. Lanartex srl reserves the right to set and quantify deposits to be paid at the time of signing this contract if so stipulated. Lanartex srl does not charge any fee for issuing Test Reports; unless otherwise commercially agreed, a flat-rate fee of €15.00 is charged for each invoicing month as administrative costs.

Art. 7 - All payments and, generally, all obligations set out in this contract to be performed by the User must be fulfilled, waiving any exception and acknowledging the "solve et repete" clause (Art. 1462 of the Italian Civil Code). Moreover, Lanartex srl shall have the right, in the event of the User's default, to cease any performance provided for in this contract and to implement all technical means at its disposal to recover the debt.

Art. 8 - Any amendments to any of the agreements contained in this contract shall be null and void unless set out in writing and confirmed by registered letter or certified email (PEC) from Lanartex srl.

Art. 9 - Any additional request by the User is considered an ancillary service and may be subject to a separate charge.

Art. 10 - Unless otherwise agreed, Lanartex srl will keep the counter-sample related to the samples received for a maximum of thirty days in the appropriate storage facilities (depending on the possibility of storage). This counter-sample may be requested by the User for any of their needs only within the aforementioned timeframe. Furthermore, the laboratory hereby states that, in compliance with its internal procedures, it will keep the technical records of the tests performed for at least 10 years from the date of acceptance.

Art. 11 - If accepted by the User, this contract shall remain valid until the date indicated in the title block, starting from the date of signature or the date of sample submission (see Art. 2), unless otherwise agreed by the parties. Any

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complaints (within 30 days of issuance of the Test Report) can be submitted to the laboratory using the "Submit a complaint" form on the "Contact" page of the website www.lanartex.it, or by email (labo@lanartex.it) or certified email (PEC, lanartex@pec.it).

Art. 12 - Privacy - Your personal data will be processed in paper or electronic format solely for the purposes related to sending the requested information, by parties bound to confidentiality, with methods consistent with those purposes and in any case in a manner that ensures the security and confidentiality of the data. Your data will not be subject to any disclosure. You may exercise your rights at any time under Regulation (EU) 2016/679. The data controller is Lanartex S.r.l. - Via Primo Maggio 27, 59013 Montemurlo (PO); (privacy@lanartex.it). For more information regarding the processing of personal data, visit www.lanartex.it.

Art. 13 - In the absence of specific instructions or requests from the Customer regarding which methods to adopt for the tests, the Technical Department shall use the method deemed most appropriate in relation to the type and final use of the submitted sample. The laboratory reserves the right to entrust the performance of certain tests to external laboratories that are accredited or otherwise qualified, subject to prior verification of their competence. Where the test entrusted externally falls within the scope of the laboratory's accreditation, or where the Test Report refers to the accreditation of the external laboratory, the laboratory informs the Customer in advance and obtains the Customer's written consent, and the Test Report indicates that the test has been entrusted to an external laboratory. In any case, the Test Report clearly identifies the results provided by external laboratories. The use of external laboratories for tests falling within the scope of the laboratory's accreditation is permitted only for unforeseen and exceptional reasons, such as the sudden failure of a piece of equipment, and only to laboratories accredited for the specific test, as provided for by ACCREDIA Regulation RT-08 (rev. 06, §7.1.1.6). Upon acceptance, the laboratory verifies that the sample received is suitable for the performance of the requested tests. Should it detect an anomaly in the sample, or a deviation from the conditions prescribed by the method, such as to possibly affect the test results, the laboratory informs the Customer and, unless the Customer requests otherwise, proceeds with the tests; in such a case, the Test Report includes a specific note identifying the tests concerned, stating that the condition of the sample may have affected their results and that the laboratory accepts no liability in this respect. The Customer may at any time request that the sample be handled differently, and in particular that the tests be suspended, that the sample be returned or that the matter be deferred to a new sampling. In any event, the laboratory's right not to proceed with the tests, where it considers that the condition of the sample does not allow a valid result to be obtained, remains unaffected. Application of the statement of conformity: A statement of conformity is defined as "any activity undertaken to determine, directly or indirectly, whether a product, process, system or other element meets the required specifications". In testing activities, the measurement is obviously the primary source of information and, consequently, the uncertainty associated with each measurement — although it provides a tool for conformity assessment (in cases where the reference standard or specification does not provide guidance on the decision rules to be adopted) — inevitably leads to some risk of making incorrect decisions about compliance with a specification. The use of a "tolerance level" (guard band) in these cases reduces the probability of making incorrect decisions regarding presumed compliance. The laboratory has established as its decision rule the adoption of a probabilistic criterion that considers a measurement result (R) non-compliant if it does not fall within the tolerance level, i.e. if it is higher than the limit value (VL, determined by the specification or possibly by the method/law) with a probability greater than 95%. In other words, the sample is considered non-compliant with the VL if the test result exceeds the VL beyond any reasonable doubt, taking into account the measurement uncertainty (U), estimated at a 95% confidence level (the latter because the number of degrees of freedom is ≤ 10). In all the cases below, the result will be accompanied by the relevant uncertainty.

Specifically, the following rules apply:

A) In the case of an upper limit: (see figure below)

1. Test result below the limit, and even when adding the associated measurement uncertainty, it remains below that limit – the test outcome is always **PASS**.
2. Test result below the limit, but when adding the associated measurement uncertainty, it exceeds that limit – the test outcome is **GUARD PASS**.
3. Test result exactly equal to the limit: when adding or subtracting the associated measurement uncertainty, the result crosses the limit – the test outcome is **GUARD PASS**.
4. Test result above the limit, but when subtracting the associated measurement uncertainty it falls below the limit – the test outcome is **GUARD PASS**.
5. Test result above the limit, and even when subtracting the associated measurement uncertainty it remains above that limit – the test outcome is always **FAIL**.

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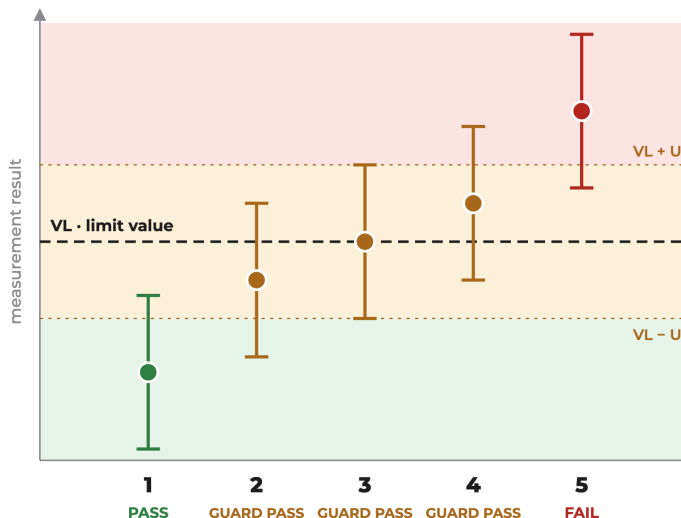
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A • Upper limit (guard band rule)



FAIL

even subtracting U it stays above the limit
false rejection < 2.5%

GUARD PASS

VL $\pm$ U band: the uncertainty straddles the limit; neither conformity nor non-conformity proven

PASS

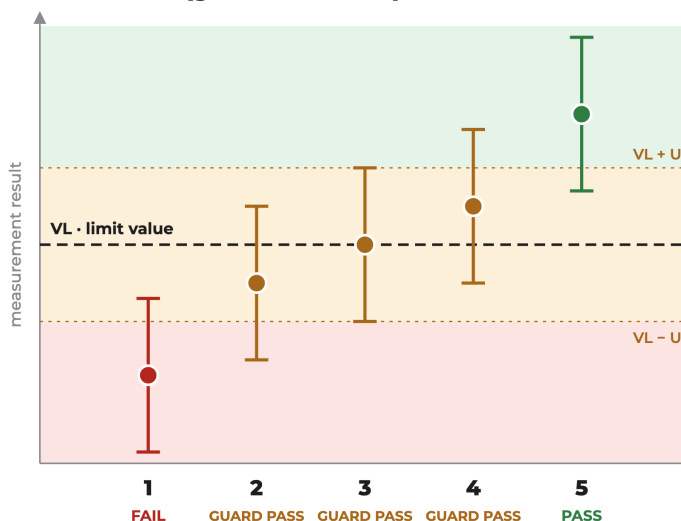
even adding U it stays below the limit
false acceptance < 2.5%

Each bar is the result R with its uncertainty $\pm$ U (95% confidence level). Same U for all results.

B) In the case of a lower limit: (see figure below)

1. Test result below the limit, and even when adding the associated measurement uncertainty it remains below that limit – the test outcome is always **FAIL**.
2. Test result below the limit, but when adding the associated measurement uncertainty, it exceeds that limit – the test outcome is **GUARD PASS**.
3. Test result exactly equal to the limit: when adding or subtracting the associated measurement uncertainty, the result crosses the limit – the test outcome is **GUARD PASS**.
4. Test result above the limit, but when subtracting the associated measurement uncertainty it falls below the limit – the test outcome is **GUARD PASS**.
5. Test result above the limit, and when subtracting the associated measurement uncertainty it still remains above that limit – the test outcome is always **PASS**.

B • Lower limit (guard band rule)



PASS

even subtracting U it stays above the limit
false acceptance < 2.5%

GUARD PASS

VL $\pm$ U band: the uncertainty straddles the limit; neither conformity nor non-conformity proven

FAIL

even adding U it stays below the limit
false rejection < 2.5%

Each bar is the result R with its uncertainty $\pm$ U (95% confidence level). Same U for all results.

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Furthermore, “risk” is defined as “the probability that an accepted element is non-compliant or that a rejected element is compliant”. The laboratory considers this risk in relation to the measurement of the element itself and, since the measurement always involves only one element (the customer never provides multiple elements from the same batch, for example), there is limited prior information (before performing the test). Under these circumstances, the Laboratory can only provide a statement of conformity based on this specific risk, and since it associates its “guard band” with the estimated U , for a **PASS** outcome the probability of false acceptance (PFA, Probability of False Accept) is below 2.5% and for a **FAIL** outcome the probability of false rejection (PFR, Probability of False Reject) is below 2.5%; a **GUARD PASS** outcome instead indicates that the uncertainty straddles the limit and that neither conformity nor non-conformity is demonstrated with 95% confidence.

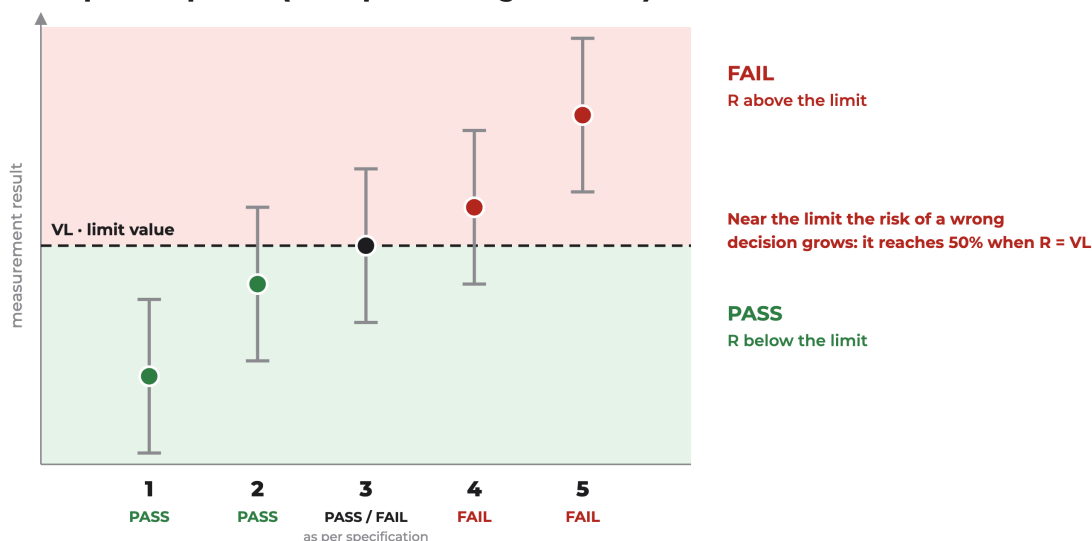
C) Alternative method for attributing conformity — simple acceptance (binary decision rule).

At the Customer's explicit written request, or where the reference standard, the technical specification, the law or the product specification prescribe the direct comparison of the result against the limit value (as is the case for many regulatory or specification limits, worded as “the result shall not exceed X ” with no reference to uncertainty), the laboratory applies — as an alternative to, and never in addition to, the rule set out above — a binary decision rule known as “simple acceptance” (guard band equal to zero). The applicable decision rule is determined at contract acceptance, on the basis of the Customer's written request or of the applicable specification, and it cannot be changed depending on the outcome of the test.

Under this method, the outcome is attributed solely on the basis of the direct comparison between the measurement result (R) and the limit value (VL), without the measurement uncertainty (U) entering into the conformity decision. Specifically (see figure below):

- in the case of an upper limit: the outcome is **PASS** when $R < VL$, and **FAIL** when $R > VL$;
- in the case of a lower limit: the outcome is **PASS** when $R > VL$, and **FAIL** when $R < VL$;
- for a result exactly equal to the limit value ($R = VL$) the outcome follows what is prescribed by the applicable specification as to whether the limit value is admissible.

C • Simple acceptance (on request: zero guard band)



U is stated in the Report but plays no part in the decision. For a lower limit it is mirrored: PASS above VL, FAIL below.

Under this method too, the result is always accompanied by its own uncertainty U : the uncertainty is stated in the Report but, unlike the rule set out above, it does not take part in attributing the outcome, and therefore no “**GUARD PASS**” zones exist.

The laboratory expressly points out that, in the absence of a guard band, simple acceptance does not distinguish uncertain results: for a result close to or equal to the limit value, both the probability of false acceptance (PFA) and that of false rejection may reach approximately 50%, whereas the rule with a guard band ensures a PFA below 2.5% for **PASS**

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outcomes and reports as **GUARD PASS** the results for which neither conformity nor non-conformity is demonstrated. Its adoption therefore presupposes that the direct comparison is expressly required by the Customer or imposed by the applicable specification.

It remains understood that the rule with a guard band described in points A) and B) above constitutes the laboratory's default decision rule, applied in the absence of other instructions. The two methods are mutually exclusive for any single test and statement of conformity: each Test Report explicitly indicates, for each statement of conformity, which of the two decision rules has been applied.

Finally, reference is made to the Accredia-Lanartex Agreement: opinions and interpretations, other than statements of conformity with requirements and/or specifications, do not fall within the scope of Accredia accreditation. The reworking, comparison and commentary of results, as well as any ancillary consultancy services referred to in Art. 9, therefore fall outside the scope of accreditation and are provided in accordance with Art. 14.

Art. 14 - Use of artificial intelligence tools - The laboratory informs the User that, within its organisational and document-processing activities, it makes use of management software incorporating artificial intelligence functionalities, of the kind referred to in Regulation (EU) 2024/1689. Upon the User's written request, the laboratory will disclose their nature and name.

Within the services provided to the User, the use of such tools is confined to supporting the reworking, summarising, comparison and presentation — in documents separate from Test Reports and subsequent to their issue — of test results already obtained, including across multiple Test Reports, time series or data supplied by the User, and to supporting the opinions and interpretations referred to in Art. 13 and the ancillary consultancy services referred to in Art. 9, which, as stated therein, do not fall within the scope of Accredia accreditation.

Artificial intelligence tools play no part whatsoever in the selection of test methods referred to in the first sentence of Art. 13, in the performance of tests, in the acquisition or processing of analytical data, in their technical validation, in the estimation of measurement uncertainty, in the issuing of statements of conformity and the application of the decision rule set out in Art. 13, or in the drafting and issuing of Test Reports. The results stated in Test Reports derive exclusively from the application of the test methods by the laboratory's qualified personnel and from equipment metrologically confirmed in accordance with the laboratory's internal procedures.

Technical assessments and opinions are made by the laboratory's qualified personnel, who use such tools solely as support; all content is verified and approved before delivery to the User, and the personnel using such tools are adequately trained in their use. No autonomous decision-making function is assigned to artificial intelligence tools, and full responsibility for the content delivered remains with Lanartex srl.

Any of the User's data and documents processed by means of such tools remain subject to the confidentiality obligations incumbent on the laboratory under UNI CEI EN ISO/IEC 17025 and, as regards personal data, to Art. 12; the laboratory uses only tools whose contractual terms exclude the use of the processed content for training its providers' own or third-party models, and periodically verifies the relevant settings. Such processing primarily concerns technical data relating to samples and in no case involves automated decision-making in respect of natural persons within the meaning of Art. 22 of Regulation (EU) 2016/679.

The User may request in writing that the activities referred to in this article be carried out without the assistance of artificial intelligence tools; the laboratory will respond to the request and, where operationally feasible, agree with the User the conditions and any implications for delivery times.

The provisions of this article are informative and serve transparency purposes; they neither limit nor exclude Lanartex srl's liability in respect of the services covered by the contract.

Art. 15 - For any legal dispute, the jurisdiction of the Court of Prato is recognised.