



## 1. Introduction

These terms and conditions ("Terms") govern the relationship between IPC-MvPI, hereinafter referred to as "the Certification Body," and the applicant or client, hereinafter referred to as "the Client" or "you." By engaging the services of the Certification Body, you acknowledge that you have read, understood, and agreed to these Terms. It is essential to review these Terms carefully before proceeding with our ICMED 9000 & ICMED13485 certification services.

## 2. Scope

IPC-MvPI offers ICMED 9000 & ICMED 13485 certification services, including but not limited to evaluation, auditing, and assessment of your quality management system to determine compliance with ICMED 9000 & ICMED 13485 standards. The extent of the services provided will be specified in our Client Service Agreement.

## 3. Client Responsibilities

The Client agrees to:

- a. Cooperate fully with IPC-MvPI during the certification process.
- b. Provide access to all necessary documentation, premises, personnel, and information required for the certification process.
- c. Address any non-conformities or corrective actions within the specified timeframe.

## 4. Confidentiality

IPC-MvPI and the Client shall treat all information obtained during the certification process as confidential and shall not disclose it to any third party without written consent, except where required by law.

## 5. Certification Decisions

IPC-MvPI will make certification decisions based on the results of assessments and audits. These decisions will be impartial, and the Client has the right to appeal any certification decision as per our certification appeal procedure, as outlined in the client service agreement.

**6. Fees and Payment**

The Client shall pay IPC-MvPI the agreed-upon fees and expenses for the certification services. Payment terms and details will be specified in the client service agreement.

**7. Term and Termination**

The term of ICMED 9000 & ICMED 13485 certifications are as specified in the Client Service agreement. IPC-MvPI reserves the right to suspend or withdraw certification if the client fails to maintain compliance with ICMED 9000 & ICMED 13485 standards, refuses to cooperate, or breaches these Terms.

**8. Liability**

IPC-MvPI's liability is limited to the amount of fees paid by the Client for the certification services. The Certification Body shall not be liable for any consequential, special, indirect, or punitive damages.

**9. Changes to Terms**

The IPC-MvPI reserves the right to change these Terms. Any changes will be communicated to the Client in writing.

**10. Governing Law and Jurisdiction**

These Terms are governed by the laws of India, and any disputes shall be subject to the exclusive jurisdiction of the courts of New Delhi.

**11. Entire Agreement**

These terms, along with the client service agreement and any other documents incorporated by reference, constitute the entire agreement between IPC-MvPI and the Client.

By engaging our ICMED 9000 & ICMED 13485 certification services, you agree to these terms. If you have any questions or concerns, please contact us for clarification.

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This terms and conditions have been approved by Quality Manager [Indian Pharmacopoeia Commission - Materiovigilance Programme of India]