

EXHAUSTO General Quality Requirements

The EXHAUSTO General Quality Requirements are formed in order to provide a uniform set of minimum quality requirements to all of EXHAUSTO's suppliers. By default, requirements in the trade agreement may increase but not exclude the provisions of the General Quality Requirements.

Quality control

The Supplier must always deliver their products/items according to the quality requirements and the supplied specifications agreed upon between the Supplier and EXHAUSTO.

The Supplier will be held accountable for the performance of any subcontractor and must ensure that a 100% quality control is performed before shipping to EXHAUSTO as EXHAUSTO do not carry out a complete quality check when receiving the products/items. The Supplier must be able to provide documentation (whom, when, where) to verify that a full quality control has been carried out prior to shipment of the products / items.

Sample approval

In case of new products/items or in case that new specifications for an existing product/item is forwarded, EXHAUSTO is to approve a sample before the Supplier may deliver to EXHAUSTO.

It is the Supplier's responsibility that any process changes regarding products of any kind do not have any negative effect, short or long term, on the quality or performance of the product. The Supplier is liable for any defectives found as a result of process changes that has not been communicated to and approved by EXHAUSTO.

Non-conforming deliveries

If a delivery – in whole or in part – is nonconforming, it is considered defective. Products/items are considered deficient if they are not in accordance with the agreed standard and submitted specifications. This includes defects occurring as a result of actions/handling by 3rd party contracted by the Supplier.

EXHAUSTO shall immediately inform the Supplier of any deficiencies discovered, supported by photos of the deficiency when possible. If so agreed with the Supplier, EXHAUSTO shall return samples showing the nonconformity.

In case of defective or deficient products/items EXHAUSTO reserves the right to reject the entire delivery, to require repair of the faulty items, to require replacement supplies, or otherwise to be compensated the value of the purchase.

Additionally, EXHAUSTO reserves the right to charge the Supplier the costs relating to sorting and repair of the defective. EXHAUSTO will, however, strive at making agreements with the supplier prior to taking such action.

Any such costs will be calculated by using the hourly rates for the persons involved in resolving the deficiencies equal to the normal hourly rate at the place of work and the type of work.

EXHAUSTO audits

With a reasonable notice to the Supplier, EXHAUSTO is entitled to conduct a quality audit at the Supplier's factories and other relevant facilities. This right also applies to any subcontractors of the Supplier in which case the Supplier will also be present. Reasonable limitations notified by the Supplier to safeguard technological knowhow and/or to ensure the auditors safety will be accepted.

When an audit is completed EXHAUSTO will inform the Supplier about the audit result.

Each party shall bear its own costs related to quality audits by EXHAUSTO.