

FORM
AKAD PENGUJIAN SAMPEL
SAMPLE ANALYSIS
CONTRACT

Nomor Dokumen	F.A.04-01
Edisi/Revisi	B/3
Tanggal Berlaku	10 Juni 2021
Halaman	1 dari 3

Ketentuan Umum Pengujian

- Persyaratan jumlah sampel minimal pengujian mengacu kepada Brosur Laboratorium LPPOM MUI:
*) *Sampel kosmetik perlu menyertakan cara pemakaian*
- Pengiriman sampel diantar melalui ekspedisi (**mohon ditulis diluar paket jika butuh suhu dingin/beku**) atau dikirim secara langsung pada jam kerja (08:00 – 17:00 WIB) ke Laboratorium LPPOM MUI, gedung Global Halal Centre Jl. Pemuda No 5 Bogor 16161
- Komunikasi resmi dilakukan secara tertulis melalui email labhalal@halalmui.org atau surat. Konsultasi bisa dilakukan melalui telp. (0251)-8358748 ext 1122 atau +62811-1139-207.

Surat Perjanjian Pengujian

Melalui surat perjanjian ini, pelanggan yang bertandatangan di bawah ini dan mewakili perusahaan pelanggan (selanjutnya disebut “Pelanggan”) telah mengikat persetujuan dengan Laboratorium LPPOM MUI (selanjutnya disebut “Laboratorium”) dengan ketentuan berikut:

- Pelanggan menyetujui bahwa proses pengujian dimulai esok hari kerja setelah pelanggan menginformasikan bukti transfer melalui email labhalal@halalmui.org. Tanggal pengiriman bukti transfer dihitung sebagai hari ke-0.**
- Pelanggan menyetujui bahwa *Certificate of Analysis* ini tidak dapat menggantikan sertifikat halal. Pelanggan tidak akan mengklaim *Certificate of Analysis* sebagai sertifikat halal.
- Jika **jumlah sampel kurang dari persyaratan**, pelanggan telah menuliskan jumlah sampel yang benar. Pelanggan menyetujui bahwa Laboratorium berhak tidak mengeluarkan *Certificate of Analysis* bila pengujian sudah dilakukan namun hasil analisa tidak valid akibat akibat sampel kurang. Alasan sampel kurang dari persyaratan dapat diinfokan pada saat pendaftaran.
- Pelanggan menjamin bahwa form yang ditulis adalah benar adanya dan transportasi sampel ke Laboratorium sudah sesuai suhu yang dimaksud dan dapat mencegah kontaminasi silang. Laboratorium berhak menolak permintaan khusus (seperti data mentah, *Certificate of Analysis* terpisah per sampel, dll) jika tidak ditulis di Akad Pengujian Sample dan disetujui Laboratorium.
- Pelanggan menjamin bahwa sampel yang diberikan bukan limbah bahan berbahaya, beracun dan infeksius bagi lingkungan. Laboratorium berhak mengembalikan limbah hasil pengujian sampel kepada konsumen jika memerlukan penanganan khusus, sehingga dapat diproses sesuai peraturan pemerintah yang berlaku.
- Pelanggan menyetujui bahwa *Certificate of Analysis* ini tidak dapat digandakan (termasuk dalam bentuk

General Information for Laboratory Analysis

- Minimum sample amount for testing refers to the Brochure of LPPOM MUI Laboratory:
*) *Please include product instruction manual for cosmetics*
- Sample can be sent through postal courier (**please mark outer case if sample require cold/frozen storage**) or directly to Halal Laboratory LPPOM MUI, Jl. Pemuda No 5 Bogor 16161 Indonesia, during working hour (08:00-17:00, GMT+7)
- Official communication is performed in writing through email labhalal@halalmui.org or letter. For consultation, please dial +62-(251)-8358748 ext 1122 or +62811-1139-207.

Laboratory Analysis Contract Agreement

This Memorandum of Agreement is made between the undersigned (hereinafter referred to as “costumer”) of the one part, and Laboratory of LPPOM MUI (hereinafter referred to as “The Laboratory”) of the other part, whereas The Costumer hereby agree and undertake:

- Costumer agree that sample testing process is started next day (in working day) after payment evidence has been sent through email labhalal@halalmui.org. The date of sending the proof of transfer payment is calculated as day 0.**
- Costumer agree and undertake that the *Certificate of Analysis* for this laboratory analysis can not replace a halal certificate. The costumer will not claim *Certificate of Analysis* as halal certificate.
- If the **amount of sample is less than requirement**, costumer have mentioned this clearly. Costumer agreed that The Laboratory retains the right to not issue *Certificate of Analysis* if laboratory analysis have been performed and the result is invalid due to the lack of sample. The reason sample is less than requirement can be informed during registration.
- Costumer guarantee that the form is correctly written and sample transportation could maintained sample temperature and prevent cross-contamination. The Laboratory can decline special request (such as raw data, separate *Certificate of Analysis* per sample, etc) if it is not written in the Sample Analysis Contract and agreed by The Laboratory.
- Costumer declared that the sample is not infectious, toxic nor hazardous for the environment. If special treatment is required by law, The Laboratory reserves the right to return the waste of this laboratory analysis to the costumer for further processing according to the government regulation
- The Costumer agree and undertake that this *Certificate of Analysis* can not be duplicated (including in



FORM
AKAD PENGUJIAN SAMPEL
SAMPLE ANALYSIS
CONTRACT

Nomor Dokumen	F.A.04-01
Edisi/Revisi	B/3
Tanggal Berlaku	10 Juni 2021
Halaman	2 dari 3

elektronik) kecuali seluruhnya, dan hanya berlaku untuk sampel tersebut (khusus untuk sampel yang pengambilan contoh tidak dilakukan oleh petugas Laboratorium)

7. Pelanggan menerima bahwa keluhan mengenai *Certificate of Analysis* disampaikan secara tertulis ke Laboratorium maksimum 14 hari kerja setelah *Certificate of Analysis* terbit.
8. Pengaduan dapat disampaikan secara langsung atau melalui telepon/*email*/ kotak pengaduan Laboratorium (di *front office* LPPOM MUI). Pelanggan akan menerima umpan balik dalam 14 hari kerja sejak pengaduan diterima.
9. Pelanggan menerima jika Laboratorium dapat memberikan data lengkap *Certificate of Analysis* kepada pemerintah atau pihak berwajib sesuai ketentuan pemerintah yang berlaku. Pelanggan akan diberitahukan mengenai hal ini.
10. Selain terkait permohonan percepatan analisa dan perubahan jumlah sampel, Perjanjian (kontrak) tidak dapat diubah sebelum pengujian dilakukan.

Demikian surat perjanjian ini dibuat dengan penuh kesadaran.

electronic form) except in whole, and only applies to the sample (whenever sampling process is not performed by The Laboratory)

7. Costumer accept that complaint on Certificate of Analysis can be accepted in written maximum 14 working days after COA is issued.
8. Complaints can be submitted directly or by telephone/*email*/suggestion box (in LPPOM MUI front office). Customers will receive feedback maximum 14 working days after the complaint is accepted.
9. Customer accept if the Laboratory can provide complete data of the Certificate of Analysis to the government or the law authorities according to government regulations. Customers will be notified about this.
10. Other than acceleration of analysis request and changing of total sample, the agreement (contract) can not be changed before the analysis has been done.

The agreement is signed in witness whereof the parties here to have hereunto set their hands and seals.