



RIGHTS AND OBLIGATIONS OF CLIENTS

This document explains the rights and obligations of clients (Operators) of Qmark International Certifications Private Limited (QICPL).

A. RIGHTS OF CLIENTS

A client of QICPL has the right to:

1. Receive fair, impartial and non-discriminatory certification services.
2. Be informed in advance about the certification process, timelines, fees and any changes affecting their certification.
3. Receive a written certification decision with clear reasons.
4. Receive a Scope Certificate after successful certification.
5. Use the QICPL certification mark and India Organic Logo on certified products, as per the conditions of the licence.
6. Get copies of their inspection reports, review reports, non-conformity reports and certification decisions on request.
7. Confidentiality of all information shared with QICPL during the certification process.
8. File a complaint or appeal against any QICPL decision and receive a fair and timely review.
9. Withdraw from certification at any time by giving written notice to QICPL.
10. Apply for a No Objection Certificate (NOC) to transfer to another Certification Body, subject to clearance of dues and pending non-conformities.

B. OBLIGATIONS OF CLIENTS

A client of QICPL must:

1. Follow the National Standards for Organic Production (NSOP) and all applicable certification requirements at all times.
2. Provide complete and correct information in the application form, Organic System Plan (OSP) and supporting documents.
3. Allow QICPL inspectors full access to the farm, processing units, storage, records, personnel and any sub-contracted facilities during inspection (announced or unannounced).

4. Maintain accurate records of inputs used, production, processing, storage, sales and any other operations, and keep these records for at least five (5) years.
5. Inform QICPL immediately about any changes in scope, ownership, address, organic system plan, or any application of prohibited substances on the certified land or product.
6. Use the QICPL certification mark and India Organic Logo only on certified products and only as per the conditions of the licence.
7. Not use the certification in any misleading way or in a way that may bring disrepute to QICPL.
8. Stop using the certification mark immediately if certification is suspended, withdrawn or cancelled, and return all certification documents to QICPL.
9. Pay all certification fees and other charges on time as per the published Tariff Structure.
10. Cooperate fully with any investigation, complaint review or surveillance audit conducted by QICPL.
11. Inform QICPL of any complaints received from buyers or consumers about the certified products.
12. Refuse to offer any gift, money, hospitality or favour to QICPL personnel that may influence the certification decision.

C. CONDITIONS FOR USE OF CERTIFICATION MARK

The detailed conditions for use of the QICPL Certification Mark and the India Organic Logo are described in the document "Use of Certification Marks & Logos" available under the Public Information tab.

For any clarification, please contact:

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