INŠTITUT ZA CELULOZO IN PAPIR
Innovative Cellulose Products

Inštitut za celulozo in papir
Bogišićeva 8, 1000 Ljubljana, Slovenija
tel. +386 1 200 28 00
e-pošta: icp@icp-lj.si
matična št.: 5051681
ID za DDV: SI28572955
TRR pri NLB: 02017-0020227809

GENERAL TERMS AND CONDITIONS

1. GENERAL

The General terms and conditions are valid for cooperation of Pulp and Paper Institute (hereinafter "ICP") with its business partners and customers and are a part of every agreement and offer by ICP. The General terms and conditions are publicly available at the ICP website (www.icp-lj.si). The General Terms and Conditions may be amended during their validity. The amended (new) version takes effect on the date of publication on the ICP website. The Director of the Institute is responsible for information management and custodianship of this document.

2. BUSINESS PREMISES AND ACTIVITIES

ICP business premises are at the address Bogišićeva ulica 8, 1000 Ljubljana.
Services offered by ICP consist of laboratory and semi-industrial testing, consulting and expert training and production of specialty products in the pilot facilities.
Laboratory testing includes chemical, microbiological, mechanical, physical, and graphical testing of paper and board, of water and additives, mostly in field of paper production and paper converting and service and maintenance of laboratory equipment.
The laboratory is accredited according to SIST EN ISO/IEC 17025:2017 for the testing procedures as listed in the attachment to accreditation certificate LP-058 (https://www.slo-akreditacija.si/acreditation/institut-za-celulozo-in-papir).

3. WORKING HOURS

Working hours of ICP are Monday to Friday from 7 AM until 3 PM. Work can be performed also outside of working hours, depending on the work type and working conditions.

4. INQUIRIES AND ORDERS

A customer can place his inquiry in person, via telephone, email or in any other written form.
Based on the inquiry ICP prepares an offer according to customer demands. The terms of execution of services, documentation that needs to be delivered by the customer and possible introduction to technology, must be agreed in advance between ICP and the customer and must be considered during offer preparation.
Based on the offer the customer has to confirm his order via email or surface mail to the ICP address.

5. SUBCONTRACTORS

To perform certain testing ICP can also hire subcontractors.
In case that the testing is performed with a subcontractor, the customer is informed already during offer preparation and also in the final report.
The customer has the right to choose the subcontractor for testing at its own discretion, however in such case ICP bears no liability for the work performed by the subcontractor.

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6. PRICE OF SERVICES

Based on their inquiries for each customer an individual offer, that includes the price for the services offered, is prepared and sent to the customer in electronic form.
By accepting and confirming the offer the customer also accepts the price and agrees with ICP's General Terms and Conditions.

7. UNFORESEEN ADDITIONAL WORK, REPETITIONS AND DELAYS

In the event of unforeseen additional work or the repetition of a service or part of a service, an addendum to the offer or a new offer will be prepared, specifying the costs of the unforeseen additional work or repetition of the service. ICP reserves the right to extend the completion deadline due to exceptional or unforeseeable circumstances.

8. VALIDITY OF THE OFFER

If not defined otherwise in the offer, the general validity of the offer is 30 days from the issue date.

9. IMPRACTICABILITY OF THE ORDER

In case that due to properties of the service subject the order cannot be fully fulfilled, ICP is entitled to partial payment for the work already done.

10. ORDER CANCELLATION

The customer can change or cancel his order only if the order has not yet been fulfilled or its execution can be stopped. Changes or cancellations are accepted only in written form. In case of cancelation for an order where work is already in progress, the customer must cover the costs incurred until the cancellation.

11. PAYMENT

Unless agreed otherwise in the confirmed offer, after fulfilment of the order ICP issues an invoice to the customer for the performed services.
Within 8 days after the date of issue the customer has the right to reject the invoice in writing, whereby the reasons for rejection must be stated. After this deadline the rejection of the invoice is no longer possible.

12. RIGHTS

ICP reserves all intellectual property rights in the outputs of its activities, whether contained or published in written form, on the internet or in any other electronic form, or sent to third parties. No such output may be used, forwarded, reproduced or recorded without prior approval from ICP.

13. COMPLAINTS AND APPEALS

The customer must submit any complaint regarding the service provided within 15 days of receiving the report or completion of the service. Complaints are accepted only in writing.

Digitalno podpisal v.d. direktor
DN: c=SI, st=Slovenija, o=ICP, 2.5.4.97=VATSI-28572955, givenName=Gregor, sn=Lavrič, cn=v.d. direktor, serialNumber=2522332118025