



D090

IDEST Worldwide Limited

0248

Company Number 16357221

IDEST a UKAS Accredited Certification Body No. 0248 for ISO/IEC 17024:2012

Customer policy for retest requests in the event of valve or cylinder failure

All IDEST certified inspection and test centres work in accordance with international standards and the IDEST Code of Practice CP11.

All customers submitting a cylinder for testing are required to commit to a binding agreement that *"in the event of either the cylinder or the valve failing to meet the appropriate standard, it will be destroyed and not returned. Cylinders and / or valves will not be returned separately"*. Rendering failures unserviceable is a requirement of the international standards for periodic inspection and testing.

Where a cylinder or valve is failed the inspection or test centre will engage with the customer to explain why the cylinder or valve failed and why it is unsafe or unsuitable to be returned to service.

If the customer remains unsatisfied IDEST offers two pathways:

1. If the customer feels sufficient grounds exist, they can raise a complaint directly with IDEST. Complaints will be recorded on the D029 complaint form and investigated under IDEST internal procedures, or
2. The customer may request a retest at another IDEST inspection or test centre under a fixed fee arrangement of £100 (in addition to the cost of the original test).

The fixed fee retest arrangement covers shipping the cylinder and valve from the initial IDEST centre to another out of area IDEST centre (nominated by IDEST), the second cylinder test/inspection fee, and a summary outcome notice.

In either case, per the standard to which it is being tested, the cylinder and/or valve will not be returned to the customer unless deemed fit for return to service, and as part of complete apparatus. Failures will be rendered unserviceable.

This policy shall be communicated to all members of IDEST and relevant stakeholders and reviewed regularly to keep it relevant and up to date.

Signed:..... **Date:**.....
Chairman

Signed:..... **Date:**.....
Chief Engineer

Original 19/11/2025

Amended --/--/----

Office: IDEST Worldwide Ltd. The Bower, Parsonage Road, NEWTON FERRERS, S. Devon, PL8 1AT

Tel 07534 148108

admin@idest.co.uk

www.idest.co.uk