

Client Service Agreement



REVISION TABLE

Rev	Description of Change	Date	Approved
1.0	Original Release(Obsolete)	06/14/2012	QM
2.0	Updated Template(Obsolete)	10/01/2012	QM
2.1	Updated address	01/10/2014	QM
3.0	Updated for 17065 QS	08/01/2014	QM
4.0	Updated for 17065	10/21/2014	QM



Applicant's complete, legal business name lululab	
Applicant's mailing address 2621, Nambusunhwan-ro, Gangnam-gu,	
City Seoul	State (Province)
Postal Code 06267	Country (if foreign address) South Korea
Authorized Person's name Roh Sijun	Authorized person's title Engineer
Signature 	Date October 22, 2018

This agreement (hereafter referred to as the "Agreement") is effective as of the date above between Hyundai Certification and Test America LLC, ("HCT America") and the client referenced above. (hereafter collectively referred to as "the Parties").

HCT AMERICA or its subcontractors will perform a technical review to determine if the clients product(s) detailed in the accompanying application(s) for certification are in compliance with the applicable regulations and technical standards specified within:

The United States Code of Federal Regulations (CFR) 47

and, or

The Industry Canada Radio Standard Specifications (IC RSS)

(hereafter, collectively referred to as "Regulations")

1.0 General

The purpose of this document is to define the terms of the agreement between the parties referenced above. The scope of this agreement includes technical review of the client device(s) against the applicable regulations. Additionally, if it is determined during the review that the device(s) meet the requirements of the applicable regulations, this agreement defines the conditions under which certification is granted.

This agreement supersedes any prior oral or written communications made between the parties, unless otherwise detailed in this agreement.

Determination of product compliance is completely at the discretion HCT America based upon its technical review of the certification application . If HCT America determines that the product cannot be certified due to the device(s) not satisfying all of the regulatory requirements, HCT America will advise the client in writing of the result of the evaluation and reason(s) the device cannot be certified.

This service agreement may not be transferred to or acquired by any other person or company without written authorization from HCT America

The Client agrees to apply the certification only to devices produced to the same electrical and mechanical specifications as the sample that HCT America found to be in compliance with the regulations.

2.0 Scope

The scope of services to be provided to the client by HCT America is outlined in the quotation provided to the client. The certification application summarizes the devices for which certification is sought. The device(s) will be evaluated against the applicable rules in CFR 47 (FCC Rules) and applicable Industry Canada RSS regulations.

As part of the application process, the client shall provide to HCT America all necessary administrative and technical documentation regarding the device (including any support equipment) for which certification is sought. Required documentation may include but not be limited to the following:

- Test report(s) showing device tested to the applicable regulations.
- Internal photos
- External photos
- Test setup photos
- Schematics
- Parts lists
- Electrical block diagrams
- User manuals
- Software require for operation of the device
- Technical specifications

The information requested by HCT America shall be provided in "Soft Copy" format (email, USB "drive", CD/DVD). This information shall be provided, as requested by HCT America, as part of the certification effort, resolution of complaints or for surveillance activities as required.

The test report submitted as part of the application may be prepared by any ISO 17025 accredited test laboratory. Additionally HCT America, may, at its discretion, accept test reports from test laboratories that are not ISO 17025 accredited.

Upon completion of the certification, HCT America will advise the client in writing of the certification and outline any limitations of the certification. If, after the review of the application, HCT America determines that the device cannot be certified, the client will be notified in writing as to the reason the device cannot be certified.

If it is determined that errors occurred at any point in the certification process, HCT America may revoke the certification within 30 days. After 30 days the certification may be revoked by the FCC as outlined in

CFR 47 Part 2. If it is necessary for HCT America to revoke a certification, the client and the FCC shall be notified in writing.

If it becomes necessary to revoke an Industry Canada certification, HCT America can revoke an Industry Canada certification at any time. If it is necessary to revoke a Industry Canada certification, HCT America will notify the client in writing and request that Industry Canada remove the device from the Radio Equipment List (REL)

Should the certification be revoked by any means (suspension, withdrawal, termination) the client agrees to discontinue its use of all advertising matter that contains any reference to the device and takes action as required by HCT America, the FCC and / or Industry Canada

3.0 Modifications to the device

The client shall always fulfill the certifications requirements in CFR 47 (FCC) Part 2 and (Industry Canada) CB-03 regarding modifications, either electrical or mechanical to the certified device.

The client agrees to notify HCT America about any changes to the certified product which may have a impact on the device's conformance to the regulations. If there is any question whether changes to the device may impact conformance to the regulations, the client shall communicate the changes to HCT America. HCT America will then determine if a FCC Permissive change or a Industry Canada Reassessment is required.

The client agrees to notify HCT America immediately if an FCC Permissive change or a Industry Canada Reassessment application for the product is filed and / or granted by another TCB.

If it is determined by HCT America (by any means, surveillance, description of the changes, notification from other parties...) that the device does not continue to comply with the applicable regulations due to the changes, the client will seek certification of the modified device via a Permissive change (FCC) or a Reassessment (Industry Canada). The client shall ensure that it is NOT implied that HCT America has certified the modified device until certification for that modified device has been obtained.

Should it become necessary for HCT America to request changes be made to the device, the client agrees to implement the changes.

If a complaint is received from a regulatory body (FCC or Industry Canada) or any other concerned parties, regarding the compliance of the product to the applicable regulations, the client must respond in a responsible, timely manner. The client must keep a detail record of the complaint, make these records available to HCT America, if requested, and must make all necessary arrangements for the investigation of the complaint. The client agrees to thoroughly and clearly document the actions taken to resolve the complaint. The client agrees to make HCT America aware of the complaint, including any changes that may affect the device's ability to conform with the certification requirements

Upon reviewing the details of the complaint, HCT America may conduct a review of the certification up to and including requesting a sample of the current product for additional testing. If the device is found to be non-compliant, then HCT America will inform the client, FCC and Industry Canada as required of the nonconformity. The client shall take appropriate action to respond to the complaint and to resolve any identified non-conformity.

4.0 Use of certification

The client shall not in any way refer to HCT America in any manner that would imply HCT America endorsement of the device. References to HCT America is limited to identifying HCT America as having issued the certification.

The client shall not use its product certification in such a manner as to bring HCT America into disrepute or make any statement regarding its product certification that HCT America may consider misleading or unauthorized.

The client shall not use the FCC Equipment Authorization Certificate or the Industry Canada Technical Acceptance Certificate in any advertising or promotional material and shall limit claims of certification to the scope of the certification. If the client provides certification documents to other parties for any reason, the documents must be provided in their entirety as they were provided by HCT America.

Should the client make reference to its product certification in communication media such as documents, brochures or advertising, the client agrees to comply with any specified requirements of HCT America, the FCC and / or Industry Canada. The client also agrees to adhere to any and all scheme requirements relating to the use of certification marks (marks of conformity).

The client shall not refer to HCT America in any way that may call the reputation of HCT America into question.

If, for whatever reason, the certification is suspended or cancelled, the client shall cease all actions that refer to the certification, in any manner, and return all certification documents to HCT America

If the requirements for certification of the device change, HCT America will notify the client in writing of the date beyond which the certification is no longer valid.

5.0 Surveillance

The client understands that HCT America is required by the regulatory bodies to conduct surveillance audits of the products it certifies. Selection of devices to be audited during the surveillance program is at the discretion of HCT America. The surveillance audits will consist of, but not necessarily be limited to, testing of the device against the regulations in order to ensure continued compliance. The client is required to have typical production samples available for surveillance testing for up to 1 year after the last production date.

Upon notification that the client device has been selected for audit, the client shall provide, at no cost, a typical production sample of the device and all associated support equipment (cables, support hardware, documentation, software) in order to thoroughly test the device. The client shall provide a test sample to HCT AMERICA within 30days of receiving the request. If it is not possible to provide a test sample, HCT AMERICA shall be notified in writing of the reason. The client understands that this may result on the FCC being notified.

In addition, if required as part of the surveillance activities, the client agrees to make all necessary arrangements for HCT America to examine documentation and records, and the client agrees to grant access to relevant equipment, location(s), area(s), personnel, and client's subcontractors;

The client acknowledges that the device(s) supplied for surveillance testing may be modified, damaged or destroyed as a result of the testing and evaluation. The client agrees to hold harmless HCT America for any damage to the client device(s). Upon the conclusion of the surveillance activities the client may request that the device(s) (and all supporting equipment) be returned at the clients cost.

6.0 Performance and schedules

The client understands and agrees that certification applications submitted to HCT America will be evaluated in the order that they are received. However certifications may not be processed in the same order due to some applications possible requiring additional information which may delay the issuance of the certification. HCT America will make no provisions for "expedited" processing / evaluation of applications.

The client understands that HCT America may request additional information as a result of its initial evaluation of the certification application. Processing of the application will not resume until the requested information has been received by HCT America. At such time, an evaluation of the additional information received will be conducted prior to the next "initial" evaluation of the next application in the queue.

7.0 Confidentiality

HCT America agrees not to disclose any information to a third party any proprietary information regarding the client's device or any other client information that HCT America may have been privileged to during the evaluation of the device or the review of the certification application without the written consent of the client, with the exception of the regulatory agencies noted below. If HCT-America elects to outsource any part of the review / certification process, HCT-America will notify the client in writing, giving the client an opportunity to object, HCT-America will not move forward with the outsourcing until receiving an approval / denial from the client.

The client agrees that HCT America must disclose proprietary / confidential information regarding the product to the regulatory bodies (FCC and Industry Canada). The client also understands that information regarding the product is required by law to appear on the websites of the regulatory bodies and is viewable by the general public. Refer to *FCC KDB document 726920 D01 Exhibit Confidentiality Table* or request a copy from HCT AMERICA for more information

The client understands and agrees that the regulatory bodies allow certain proprietary / confidential information to be withheld from public disclosure however it is still necessary that this information be provided by HCT America to the regulatory body.

The client, as part of the application package, may request that the regulatory body withhold certain information from public disclosure. The regulatory bodies have defined the types of information that are typically held confidential. The client may request that the regulatory body hold additional types of information confidential. HCT America will forward such requests to the regulatory body. Such requests will be considered by the regulatory body and may or may not be granted. HCT America will notify the client in writing of the decision of the regulatory body.

Industry Canada requires that the client acknowledge in writing that certain details of the device will appear listed in the Radio equipment List (REL) viewable by the general public on the Industry Canada web site. The client shall provide to HCT America such acknowledgment as part of the Industry Canada certification application.

The client acknowledges and gives HCT America the right to make and retain copies of any information submitted to HCT America as part of the certification process.

8.0 Invoicing

The client shall pay the service fees as defined and stated in the Quote for Services.

