

Verification of Lubricant Specifications (UK) Ltd Case Handling Terms & Conditions

Verification of Lubricant Specifications (UK) Ltd, hereinafter referred to as VLS, accepts at its own discretion requests to investigate complaints concerning the technical merits of lubricant products brought to its attention by lubricant blenders, marketers, base oil suppliers, additive companies and/or end users.

The right to accept a case is solely at the discretion of VLS and no correspondence will be entered into by the company, its agents or contractors regarding its reasons for accepting or not accepting any complaint.

Only products available for open sale within the United Kingdom may be investigated by VLS. Complaints raised with VLS must be based on the sole technical merits of the product involving the lubricant's technical specification and/or its performance profile in relation to OEM approvals, where claimed, industry standards such as ACEA engine oil sequences, or the use of marketing claims which must be supported by relevant technical evidence.

Product complaints concerning lubricant packages up to an including 20 Litre drums may be accepted at the discretion of VLS which reserves the right to refuse to investigate product complaints concerning quantities in excess of 20 Litre drums which may include barrels, IBC containers and/or bulk lubricants.

Only those cases which are submitted using the approved Case Registration Form hosted on the VLS website at www.ukla-vls.org.uk will be considered for acceptance. The Case Registration Form must be completed in full, signed by the complainant or the representative of the complainant and accompanied by relevant supporting technical evidence of the specific cause of the complaint and accompanied by the relevant case handling fee. Case handling fees are given on the VLS website at www.ukla-vls.org.uk.

Product complaints may only be investigated by VLS once a Letter of Engagement has been signed and returned by the Complainant and the case handling fee paid.

VLS reserves the right to physically source and test a sample of the product under investigation and, in this instance, the costs of the sample procurement and testing will be met by the Complainant as set out in the Case Handling Charges available at www.ukla-vls.org.uk.

Should the predicted costs for independent laboratory testing exceed £1000 for an individual case, then VLS reserves the right to discuss with the complainant passing a proportion of these back to them. In the event that no agreement can be reached, VLS reserves the right to terminate the case and return to the complainant any monies already paid.

These terms and conditions form the basis of the agreement between VLS and the Complainant, the party bringing the case to the attention of VLS, and are subject to the jurisdiction of the Courts of England & Wales only.

In bringing the case to the attention of VLS, the Complainant agrees to be bound by these terms and conditions.

No correspondence will be entered into with Complainant by VLS regarding the reasons for the case decision or the investigation.