



Pre-shipment Inspection Internal Appeal Form

ANNEX

NOTES :

- A. Exporters with complaints about pre-shipment inspection (PSI) activities are, in the first instance, requested to discuss the matter with the appropriate department manager of the SGS office responsible for performing the PSI activity ("SGS office"). If, following discussions, an exporter is dissatisfied with the result, he is invited to appeal to the Managing Director at the SGS office, by completing and submitting this form.
- B. The Managing Director undertakes to investigate the grievance and will respond to the exporter, normally within 2 working days of receipt of this form fully completed, by either (a) giving the result of the appeal or (b) advising that further investigation is required and that the result will follow as soon as possible, but within 10 working days.

(These procedures take into consideration the WTO Agreement on Pre-shipment Inspection, Article 2.21)

<p>1. EXPORTER Company Name :</p> <p>Address :</p> <p>Telephone No. :</p> <p>Telefax No. :</p> <p>e-mail No. :</p> <p>Contact person :</p>
<p>2. EXPORTER'S COMPLAINT DISCUSSIONS Prior to completion of this form, the complaint should already have been discussed with the SGS office staff. Please advise SGS office location :</p> <p>Person with whom complaint discussed :</p>
<p>3. REFERENCE NUMBERS Inspection Order Reference No.: (as advised by SGS or importer)</p> <p>Contract/Order/Proforma Invoice/Final Invoice No.</p>
<p>4. DESCRIPTION OF GOODS</p>

If you wish to appeal that the action of SGS is not in accordance with the WTO Agreement on Pre-shipment Inspection, please complete Section 5 below. If not applicable, please proceed to Section 6.

5. NATURE OF GRIEVANCE WITH THE SGS OFFICE

Please indicate, by marking an "x" in the appropriate box(es) below, which articles of the WTO Agreement on Pre-shipment Inspection ("API") have, in your opinion, not been complied with by the SGS office.

Category	API Article No.:	No.
• Non-discrimination	2.1	<input type="checkbox"/>
	2.3	<input type="checkbox"/>
	2.4	<input type="checkbox"/>
• Site of inspection	2.5	<input type="checkbox"/>
	2.6	<input type="checkbox"/>
	2.7	<input type="checkbox"/>
• Standards	2.9	<input type="checkbox"/>
	2.11	<input type="checkbox"/>
	2.12	<input type="checkbox"/>
• Transparency	2.14 (a)	<input type="checkbox"/>
	2.14 (b)	<input type="checkbox"/>
	2.14 (c)	<input type="checkbox"/>
• Protection of Confidential Business Information	2.15	<input type="checkbox"/>
	2.16	<input type="checkbox"/>
	2.17	<input type="checkbox"/>
	2.18	<input type="checkbox"/>
	2.19	<input type="checkbox"/>
• Conflicts of Interest	2.20 (a)	<input type="checkbox"/>
	2.20 (b)	<input type="checkbox"/>
	2.20 (c)	<input type="checkbox"/>
	2.20 (d)	<input type="checkbox"/>
	2.20 (e)	<input type="checkbox"/>
• Delays	2.21	<input type="checkbox"/>
	2.21 (a)	<input type="checkbox"/>
	2.21 (c)	<input type="checkbox"/>
• Price Verification (For export market price: not customs valuation purposes)	NOTES : If your grievance:	
	(i) Does not concern the above mentioned categories, please proceed to Section 6.	
	(ii) Concerns the above mentioned categories and also relates to PSI carried out in a WTO member country of goods for importation into a WTO member country : you are entitled to submit the dispute to an Independent Review, at least two working days after submission of this form to the SGS office, in accordance with Article 4 of the WTO Agreement on Pre-shipment Inspection. Further details are available from SGS upon request.	

<p>6. SUMMARY of GRIEVANCE Please advise the facts of the case and summarise the reasons why, in your opinion, the decision or conduct of the SGS office is not acceptable. Please attach copies of relevant documents.</p>
<p>7. PROPOSED SOLUTION TO THE GRIEVANCE Please state your proposed solution to the grievance.</p>
<p>8. EXPORTER'S DECLARATION I hereby declare that :</p> <p>a. I am an authorised employee of the exporter b. The information contained here is, to the best of my knowledge, correct.</p> <p>FULL NAME: _____ POSITION: _____</p> <p>COMPANY NAME: _____</p> <p>SIGNED: _____ DATE: ____/____/____</p>