

Trading Standards & Norfolk Calibration Services Fees and Charges from 01 April 2019

Please refer to the terms and conditions within this document.

Verification and Conformity Assessment Fees		
A	Weights - Service provided at Hethel Engineering Centre	£ + VAT
1	Weights up to 25kg – Stamping in accordance with the Weights & Measures Act 1985 (as amended) If you have quantities of more than 10 weights, please contact us for a quotation	15.50 each
2	Adjustment fee where weights are outside of maximum permissible errors – charged per weight requiring adjustment	10.50 each
3	For UKAS accredited or ISO9001 certified calibration of weights please contact us for details and prices. Calibration of weights from OIML Class M3 to E1 is available.	Please contact us for a quotation
B	Measures - Service provided at Hethel Engineering Centre	£ + VAT
1	Linear measures “stamping” - first instrument submitted – per scale Second and subsequent instruments submitted – per scale	22.95 each 10.35 each
2	Templets - first item submitted, per scale Second and subsequent items submitted on the same occasion	48.90 each 28.20 each
C	Measuring Instruments for Intoxicating Liquor (Service provided at Hethel Engineering Centre)	£ + VAT
1	First measuring instrument submitted for testing Second and subsequent measuring instruments submitted on same day	28.20 each 15.60 each
D	Measuring Instruments for Liquid Fuels and Lubricants (Service provided on site)	£ + VAT †
1	First nozzle tested per site Second and subsequent nozzles tested (at the same site and the same time) Contract prices are normally available for multiple sites and/or nozzles – contact us for details	168.00 each 66.00 each
2	Testing of peripheral electronic equipment (per site) – no nozzles verified - (minimum charge of 1.5 hours at rate shown) and based on two officers. Where only one officer is utilised the reduced hourly rate is applied.	100.00 / 66.00 per hour
3	Measuring instruments for liquid fuel and lubricants submitted for initial conformity assessment under MID will attract an additional surcharge to the per nozzle fees at the percentage shown † For instruments submitted for requalification these are currently exempt from VAT.	Surcharge + ≈ 20% †
E	Road Tanker Liquid Fuel Measuring Equipment † Charges for meter-measuring systems verified under the Measuring Instruments (EEC Requirements) Regulations 1988 are VAT exempt	£ + VAT †
1	First meter measuring system tested on site Second and subsequent meter measuring system tested when submitted at the same site and on the same occasion	287.00 each 208.00 each
2	Reseal following broken seals or repair – dependant on the seal broken and/or notification of occurrence provided to us, or witnessing by us - (minimum charge 1 hour)	66.00 per hour
F	Special Weighing and Measuring Equipment & Weights & Measures Act 1985 Section 74(4)	£ + VAT
1	The charges for examining, testing, certifying, stamping, authorising or reporting on weighing or measuring equipment not included within other sections of this document will be individually calculated based on the hourly rate. The charge is calculated by the time spent on site at the place where the service is provided, but where only one officer is utilised a reduced hourly rate of £66.00 is applied.	100.00 per hour (minimum charge 1.5 hours)
2	Charge for issue of a Certificate of Accuracy when requested following routine testing	30.00 each

G Non-automatic Weighing Instruments/Machines – EC and UK National (+ VAT)					
Contract prices are available for bulk submissions.					
1		£ + VAT for testing at Hethel Engineering Centre (If two or more instruments are submitted at the same time a reduced rate for the second instrument of 25% will be applied)			
	Maximum capacity	Class I (Special)	Class II (High)	Class III (Medium)	Class IIII (Ordinary)
	Not exceeding 15kg	94.00	89.00	53.00	53.00
	Above 15kg, not exceeding 50kg		104.00	68.00	68.00
	Above 50kg, not exceeding 250kg		124.00	84.00	84.00
	Above 250kg, not exceeding 1,000kg			119.00	119.00
	Above 1,000kg, not exceeding 2,000kg			151.00	151.00
	Above 2,000kg, not exceeding 3,000kg			193.00	193.00
Where a tare is operational a surcharge of 25% of the relevant fee will be applied.					
2		£ + VAT for testing on site within Norfolk (If two or more instruments are submitted at the same time a reduced rate for the second instrument of 25% will be applied)			
	Maximum capacity	Class I (Special)	Class II (High)	Class III (Medium)	Class IIII (Ordinary)
	Not exceeding 15kg	121.00	107.00	99.00	99.00
	Above 15kg, not exceeding 50kg		122.00	114.00	114.00
	Above 50kg, not exceeding 250kg		143.00	131.00	131.00
	Above 250kg, not exceeding 1,000kg			153.00	153.00
	Above 1,000kg, not exceeding 2,000kg *			189.00	189.00
	Above 2,000kg, not exceeding 5,000kg *			219.00	219.00
	Above 5,000kg, not exceeding 10,000kg *			260.00	260.00
	Above 10,000kg *			316.00	316.00
Where a tare is operational a surcharge of 25% of the relevant fee may be applied.					
* Suitable weights and equipment must be available, and acceptable to us, to facilitate testing on site					
NB Conformity assessment of instruments with EC type approval is possible outside of Norfolk. Please contact us for details of this service and associated costs.					
3	For the UKAS accredited or ISO9001 certified calibration of weighing instruments at HEC or onsite contact us for details and prices.				
H	Weights and Measures Act 1985 (VAT exempt)				£
1	First public weighbridge operator – examination and certification of operator				82.00
2	Second and subsequent weighbridge operator – examination and certification of operator at same premises on the same occasion.				46.00
I	Hourly rate to be charged for all other weights and measures verification and/or inspection activities (not calibration, testing or hire services)				£
I	For all other weights and measures verification and/or inspection activities not mentioned above an hourly rate will be applied. This hourly rate is also used to calculate fees for cancellations, waiting time etc. and is based on two officers Where only one officer is to be utilised the hourly rate is reduced to £66.00. Minimum charge of 1.5 hours applies plus 15 minutes, or part thereof, increments.				100.00 per hour on site

Miscellaneous		
J	Animal Feed (Hygiene, Sampling etc and Enforcement) (England) Regulations 2015 (VAT exempt)	£ †
1	Manufacture only, or manufacture and placing on the market, of substances referred to in Article 10(1)(a) or (b) of Regulation 183/2005 other than those feed additives specified in regulation 2(4), or of premixtures of such additives	451.00
2	Placing on the market of substances referred to in Article 10(1)(a) or (b) of Regulation 183/2005 other than those feed additives specified in regulation 2(4), or of premixtures of such additives	226.00
3	Any of the activities referred to in Point 10 of the Section headed "Facilities and Equipment" in Annex II to Regulation 183/2005	451.00
K	Trusted Trader Scheme Annual Membership and Adjudication Fees	£
1	Trusted Trader Annual Membership * For all applications £50.00 plus VAT of the fee shown is non-refundable to cover the costs of the administration and checks that Trading Standards must undertake. Renewal fees will vary depending on previous pricing models.	195.00 * + VAT
2	Disclosure and Barring Service (DBS) checks (if applicable) – non-refundable	44.00 † (VAT exempt)
3a	Adjudication fee for Alternative Dispute Resolution cases referred to CEDR and found in favour of consumer	350.00 + VAT
3b	Reduced adjudication fee for all cases referred to CEDR that are resolved by direct negotiation by the parties before the subscribing organisation submits a written defence	110.00 + VAT
L	Trusted Business Scheme Annual Membership	£
1	Any business * For all applications £50 plus VAT of the fee shown is non-refundable to cover the costs of the administration and checks that Trading Standards have to undertake.	195.00 * + VAT
M	Primary Authority	£
	A primary authority agreement will be for a fixed number of hours of chargeable support and advice per year with a minimum of 30 hours per agreement at the hourly rate of £66.00 per hour †. These countable hours will include the time taken for initial agreement set up and thereafter the time taken for an annual agreement review. These hours will be pre allocated and are non-refundable if not used. Payment will be in advance each year. Any additional hours required during any year will be billed thereafter at the standard hourly rate of £66.00 per hour †.	66.00 per hour † (VAT exempt) (minimum contract 30 hours)
N	Chargeable Business Advice	£
	Business advice that is bespoke, detailed, interpretative or otherwise tailored to the individual needs of a business will attract a charge at of £66.00 per hour + VAT.	66.00 per hour + VAT
O	Trading Standards Presentations to Community and Business Groups	
	Presentations on Trading Standards matters to community and business groups at their venues within Norfolk.	
	Monday to Friday between 08:30 and 17:30: £66.00 per hour plus VAT or part thereof, subject to a minimum charge of £66.00# plus VAT (includes first hour on site)	
	Monday to Friday outside of 08.30 to 17.30 and between 08:00 and 22:00 on Saturday: £99.00 per hour plus VAT or part thereof, subject to a minimum charge of £99.00# plus VAT (includes first hour on site)	
	Sunday between 08:00 and 22:00: £132.00 per hour plus VAT or part thereof, subject to a minimum charge of £132.00# plus VAT (includes first hour on site)	
	These fees include travel within Norfolk, but exclude venue hire, refreshments etc. # We will advise you if there will be considerable preparation work to create a bespoke presentation, as additional charges will be applied. We will not commence any work until you have confirmed that these are acceptable. # For presentations delivered outside of Norfolk, travel time will be charged at the appropriate hourly rate for the travel period outside of Norfolk.	

† Charges marked with † are VAT exempt

Standard terms and conditions and other information:

Payment terms and minimum charge:

We can accept payment by card, cheque (made payable to “Norfolk County Council”), or cash on any of the above fees. A receipt will be provided (with VAT breakdown if appropriate).

Due to administrative costs if you have requested to make your payment via invoice a minimum charge of £50.00 + VAT will be applied to any service. Invoice terms require payment within 30 days from date of invoice – the preferred method of payment for invoices is BACS.

Cancellation (verification and conformity assessment Sections A to I):

A cancellation fee will be charged proportionate to the amount of work performed in preparation for the service. Cancellation fees are based on the hourly rate shown in I as follows.

Notice of cancellation given:

- At least five working days prior to agreed appointment - no charge
- Between less than 24 hours and five working days prior to agreed verification appointment (unless officers are *en route*) – 1 hour at travel time hourly rate in section I
- *En route* - actual travel time at hourly rate in section I (minimum charge 1 hour at hourly rate)
- On site- actual travel time to site and return plus any waiting time on site at hourly travel time rate shown in section I (minimum charge 1 hour at hourly rate)

Fees and Charges – Sections A to G and I – Additional notes:

The testing of any piece of equipment attracts a fee. If the equipment submitted fails the test, a rejection fee will be payable, which will be equal to that of the appropriate verification ‘pass’ fee. If no accuracy testing has occurred, but the equipment fails for other reasons, the fee payable will be the standard rejection fee or the hourly rate applicable based on the fees within the sections above (minimum charge 1 hour) whichever the lesser fee is.

For simple weights and measures submitted for verification at Hethel Engineering Centre where adjustments can be made a rejection fee is replaced by a fee for adjustment.

Service delivery standards – verifications and conformity assessment:

- We will respond to your initial enquiry within three working days
- You will be provided with a unique reference number and details of all costs or in the case of equipment where the fees are based on an hourly rate, an estimate. We will require a purchase order unless you are paying by card, cash or cheque on the day
- We will always attempt to provide the service on your preferred date, but where this is not possible we will offer an appointment date within five working days of your preferred appointment date.

Waiting time:

Any delays we experience during on site verifications that are that are caused by you or your contractors, and are in total, in excess of 30 minutes will attract charges for waiting time. These will be charged at the hourly rate, shown in section I above, in 15 minute intervals and will be in addition to any fees payable.

Weighing machines over 1 tonne:

For weighing machines over 1 tonne capacity, the submitter shall provide weights which must be acceptable to the officer. If required, we have weights available for hire.