



## CLIENT INFORMATION NOTE

# Using the DEKRA approval mark and promoting your management system approval

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The DEKRA approval mark can be used by approved clients to show their clients and key stakeholders that their management system has been approved by DEKRA. This Client Information Note is designed to guide you to use this mark in the right way and make the most of your approval.

### Use of the DEKRA mark

You can use the DEKRA approval mark on your documents and publicity material. It can be reproduced in any colour.

If we update our mark, you will be notified in writing by your local DEKRA office or Project Manager. Please update to the new mark at your earliest possible convenience and, ideally, before the next certificate renewal visit. Where this is not possible, a change plan should be prepared and approved by DEKRA. Your local DEKRA office or Project Manager will be able to support you in ensuring updates meet our expectations.

DEKRA marks must be used in accordance with your contract (see [General Terms and Conditions](#)). Our marks do not demonstrate product or service approval and therefore cannot be used on the product or its packaging. The mark relates only to the management system approval.

### Statement of Certification

In some cases, you may wish to use a statement of certification to demonstrate that you have a certified management system. Any such statements shall identify:

- The product, for example, by brand or name
- The type of management system
- The applicable standard
- DEKRA as the certification body

The statement of certification may be applied on the product packaging. This is only permissible where the packaging can be removed without the product disintegrating or being damaged.

The statement of certification may also be used on accompanying information where this information is available separate to the product or is easily detachable.

Note: Type labels and identification plates are considered as part of the product.

### **Misuse of marks**

Correct use of your approval and the DEKRA marks is a contractual obligation. DEKRA monitors the use of its marks, including during surveillance and recertification visits.

Our marks cannot be used on test or calibration reports or any certificates you produce, including test certificates and certificates of conformity.

The mark must only be used for the defined scope and must not be used to imply that certification exists other than for the scope and locations on the DEKRA certificate.

If your company misuses the DEKRA marks, the certificate of approval can be withdrawn. DEKRA will provide a written warning and, if the misuse continues, proceed to withdraw the certificate.

If your company's certificate of approval is withdrawn, you must stop using the mark immediately, including any statement of certification. You will be required to withdraw any material that used these marks and/or statements for promoting your product.

Continued use of the DEKRA mark or any statement of certification will result in legal action.

More information can be found in our **[General Terms and Conditions](#)**.