

BIO SEARCH (N.I.) LTD.**SUMMARY OF TERMS AND CONDITIONS OF BUSINESS AND IN-HOUSE PROCEDURES FOLLOWED****Accreditation**

Status of UKAS accreditation for the methods used is as per our current Schedule, a copy of which may be provided by the laboratory, or can be downloaded from <http://www.ukas.org> (laboratory no. 1369). Any changes to accreditation status will be immediately notified in writing.

Receipt of Samples/Analysis

The laboratory will assume responsibility for samples upon submission by the client; either when delivered by the client, or collected by the lab (as agreed). Samples collected from client premises will be transported in such a manner as to maintain their integrity, and in accordance with client instructions where appropriate.

Samples should be submitted with the Bio Search Analysis Request Form (Form QC1), detailing sample description and test(s) to be carried out. This form should be completed electronically and emailed prior to sample collection/delivery to samlereception@biosearch.co.uk. In the event that this form is not received by email, or is received handwritten, analysis will be completed at the laboratory based on the agreed contract and Bio Search (N.I.) Ltd. takes no responsibility for any errors in either sample details or testing which may result.

Samples for microbiological analysis will be stored until testing commences in such a way as to prevent cross contamination between raw, semi processed (including swabs) and processed foods.

Samples received for microbiological analysis will be processed in the following order: processed or ready to eat foods/waters, semi processed foods (including swabs) and raw foods/agricultural samples.

Microbiological analysis of samples and subsequent incubation will be carried out in such a way as to prevent any cross contamination between sample types.

Pathogen analysis and all confirmatory tests will be conducted in an area separate from all other analysis.

Due to the destructive nature of microbiological analysis, samples will not be retained after analysis is completed unless prior instruction indicating otherwise is received from the client in writing.

Isolate cultures will only be retained at the specific written request of the client, or as stipulated by relevant laboratory approval schemes.

Samples for chemical analysis will be processed, stored and analysed so as not to compromise the integrity of the test.

Subcontracted tests

Where tests are to be subcontracted this will be communicated to the client. The laboratory will endeavour not to subcontract any tests for which accreditation is held. In exceptional circumstances accredited tests may be subcontracted to a UKAS laboratory subject to the conditions stipulated in ISO 17025: 2005. Other tests which are subcontracted will be conducted, wherever possible, by UKAS (or equivalent) accredited laboratories. Results of any subcontracted analysis are not included in the Schedule of Accreditation for Bio Search (N.I.) Ltd. and will be clearly identified on test reports or reported separately.

Reporting

Timescales for tests are as indicated in the original quotation. Timescales for in house or subcontracted analysis are for guidance only and are quoted on a 'best endeavours' basis. Test reports will be issued within 3 working days of completion of all analysis. Out of specification results will be reported immediately by email if required (where specifications have been supplied by client). A charge will be levied for any amendments requested by the customer to Test Reports.

Invoicing

Prices are per sample (unless otherwise stated) and are exclusive of VAT where applicable.

All results remain the property of Bio Search (N.I.) Ltd. until invoice is paid in full. Credit terms are strictly 30 days nett cash (unless otherwise stated on quotation).

Confidentiality

Confidentiality of all information relating to sample details, analysis and results will be maintained in accordance with our UKAS procedures.