

# Enfer Labs

## Terms and Conditions

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Enfer Labs provides a rapid animal health testing service to our customers. This document details the service to the customer, the responsibilities of the customer and the responsibilities of Enfer Labs.

1. Approvals and Accreditation

Enfer Labs is a laboratory approved by Animal Health Ireland (AHI) for testing under the BVDV National Eradication Programme.

Enfer Labs is a laboratory approved by the Dept. Agriculture, Food and the Marine (DAFM) for rapid TSE testing.

Enfer Labs is accredited to ISO17025:2005 Reg No 294T for a range of tests. Please check the INAB website for the latest list of our accredited tests.

2. Sample Reception

Enfer Labs routinely accepts samples Monday to Fridays by courier or post. The laboratory is closed at the weekend and on bank holidays unless with prior arrangement is made between the Laboratory and the Customer.

Samples should be sent to

Sample Reception  
Enfer Labs  
Unit T M7 Business Park  
Newhall  
Naas  
Co Kildare  
Tel: (045) 983800  
Fax: (045) 983801

Enfer Labs are not responsible for transport or packaging of the samples.

Receipt of unsuitable samples (eg insufficient quantity, haemolysed, packaging broken on receipt by the laboratory, etc.) will be communicated to the customer. The customer may choose to continue with the test but the unsuitability of the samples will be recorded on the test report.

Note that samples in heparin tubes are unsuitable for PCR assays.

If a customer requires additional or repeat testing, this will be done but will incur a charge as per relevant pricelist

Samples may be retained by Enfer Labs after testing for future internal use. Customer confidentially will be maintained at all times

3. Results Reporting

BVD National Eradication Programme  
Enfer Labs will upload test results to ICBF within AHI guidelines

TSE  
Results reports will be issued in accordance with DAFM guidelines

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## Other tests

Enfer will report results in accordance with our procedures. Customers are welcome to contact us at the address above to discuss specific requirements.

Results may be given out by phone to the customer who submitted the sample or nominated representative but in such cases, these results should not be taken as the final result and will be confirmed by written or electronic communication.

4. Force Majeure

Enfer Labs is not liable for failure to perform its obligations if such failure is a result of an Act of God (including Fire, Flood, Storm Damage or any other natural disaster), government sanction, blockage, embargo, labour dispute, strike, lockout or interruption or failure of electricity or telephone service and any other cause or causes similar or dissimilar to the above which cannot be controlled by either party.

5. Certificates of Analysis

Test reports may only be reproduced in full and they shall not be used, either in whole or in part, for the purpose of advertising, publicity, litigation, or otherwise without the prior written consent of Enfer Labs. Enfer Labs reserves the right to refuse to provide a report for use in litigation.

6. Prices & Payment

Price lists and quotations are available and are subject to change without notice

Prices are subject to VAT at the prevailing rate

Accounts are payable 30 days from invoice date

Enfer Labs reserves the right to withhold testing or test reports if account terms are not met

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An administration charge is applied to accounts where closure is requested by the customer and refund requested

7. Confidentially

Test results can only be discussed with the customer or nominated representative.

The laboratory will dispose of obsolete records after 7 years

The laboratory is legally obliged to report the results of notifiable diseases to the relevant authorities and reserves the right to do so

Enfer Labs will endeavour to maintain information supplied by the customer in strict confidence

8. Definitions

Enfer Labs (the laboratory) refers to Enfer Labs

Customer refers to any business or individual that requests services provided by Enfer Labs.

9. Test Methods

Conditions:

Veterinary diagnostic notes: No Biological test is 100% accurate and results should always be interpreted in light of clinical information relating to the herd or individual animal. Re-sampling and testing of individuals should be carried out as a matter of routine should the diagnostic result not reflect the clinical diagnosis.

The test methods used will, in the great majority of cases, accurately detect the presence or absence of virus or antibody (as per test design) in tissue and blood samples when submitted and

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tested correctly. However, results relate only to the sample as received by the laboratory and Enfer accepts no liability for the traceability or quality of samples prior to receipt by the laboratory, either of which may compromise the quality of test results generated and whilst Enfer warrant that our tests will meet the applicable declared specifications, Enfer makes no other warranty, expressed or implied and accept no responsibility or liability in respect of false results which are within the limits of the declared specifications of the tests offered or for the consequences of any actions taken on the basis of the information provided.  
No representation or warranty is given by Enfer Labs, or any member or employee or other person connected with Enfer as to the accuracy of any test method or test results.

### *10. Meat Speciation*

#### **Service Availability**

The service operates routinely from Monday to Friday each week excepting Bank Holidays

Bank Holiday and weekend service can be provided by prior arrangement with management

The primary contact for meat speciation laboratory services is Susan Wall  
(susanwall@enfergroup.com) 045 983800

Samples should be received at the laboratory by 2pm. The customer is responsible for delivering samples to the laboratory.

The test turnaround time for specification by PCR is 3-5 days and 1-3 days for specification by ELISA.

The laboratory address is:  
Enfer Labs  
Unit T M7 Business Park  
Newhall  
Naas  
Co Kildare

#### **Sample Receipt**

Sample details should be emailed in advance using an excel form available from the following webpage: [https://www.enfergroup.com/?page\\_id=649](https://www.enfergroup.com/?page_id=649)

This form should also be printed and sent with the samples. Customers are responsible for adequately labelling samples to ensure correct identification on receipt by the laboratory.

#### **Technology**

Enfer Labs offers ELISA and PCR based methods. The method required should be clearly identified for each sample on the sample submission form.

The limit of detection for ELISA tests is 0.5%  
The limit of detection for PCR tests is 0.1%

Results in reports relate only to the items tested. Enfer accepts no liability for the content of the report. Reports may not be reproduced without the approval of Enfer Labs.

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The test methods used will, in the great majority of cases, accurately detect the presence or absence of the target species when submitted and tested correctly. However, results relate only to the sample as received by the laboratory and Enfer accepts no liability for the traceability or quality of samples prior to receipt by the laboratory, either of which may compromise the quality of test results generated and whilst Enfer warrant that our tests will meet the applicable declared specifications, Enfer makes no other warranty, expressed or implied and accept no responsibility or liability in respect of false results which are within the limits of the declared specifications of the tests offered or for the consequences of any actions taken on the basis of the information provided.

No representation or warranty is given by Enfer Labs, or any member or employee or other person connected with Enfer as to the accuracy of any test method or test results.

### **Reporting**

Reports will be dispatched electronically to the addresses provided by the customer.

Unless by prior agreement with the customer setting different limits, samples with less than 1% adulteration will be reported as 'Not Detected'. Samples with 1% adulteration or greater will be reported as 'Detected'.

Quantitation is outside the scope of INAB accreditation.

Samples will be kept onsite for 1 week after the report has been sent after which they will be disposed.

### **Confidentiality**

Both Enfer Labs and Customer shall keep confidential any information disclosed, directly or indirectly to each other as part of this agreement, and shall not disclose any such information to any Third Party without written permission of the other to do so.

Confidentiality shall not extend to any information:

- Which at the time of receipt was in the public domain.
- Which after receipt was made public by a Third Party acting without impropriety in so doing.

### **Force Majeure**

Neither party shall be held liable for any expense, loss or damage resulting from delay or prevention of the performance of this agreement that is caused by fires, floods, Acts of god, Strikes, riots, thefts or accidents or any other cause whatsoever beyond reasonable control which may delay or prevent performance of our respective duties and responsibilities

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### **Document Approval**

**Issued By: M. Redmond**

**Authorised By: P. Simmons**