

X It is our policy at Enfer Labs to provide a high quality and impartiality driven rapid testing service to the agriculture and food sectors in Ireland and internationally. 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 ISO17025:2017 Reg No 294T for a range of tests. Enfer Labs only claim conformity with 17025:2017 for the range of laboratory activities as outlined on the scope of accreditation. Please check the INAB website for the latest list of our accredited tests, www.inab.ie/Directory-of-Accredited-Bodies/Laboratory-Accreditation/Testing/

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 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
W91 FD74

Tel: (045) 983800

info@enfergroup.com

www.enfergroup.com

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.

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.

A full listing of test method cut-offs i.e. what constitutes a positive, inconclusive negative result is listed on the Enfer website on www.enfergroup.com

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, pandemic), 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.

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 a minimum of 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.

All personnel, including any committee members, contractors, personnel of external bodies, or individuals acting on the laboratory's behalf, shall keep confidential all information obtained or created during the performance of the laboratory activities, except as required by law.

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 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. Complaints Process

Customer complaints regarding provision of services can be communicated to Enfer Labs via telephone 045 933800 or e-mail to info@enfergroup.com. A description of the complaint handling process (SPT010) is available to any interested party on request.

Document Approval

Issued By: M. Redmond Authorised By: M. Redmond