



Your Laboratory Network

ifplabs

SAMPLE TESTING REFERENCE GUIDE

INCORPORATING:

SERVICE DETAILS

THE CONDITIONS OF CONTRACT FOR TESTING SERVICES

BUSINESS ADDRESS (Main Site)

ifp-labs UK South Yorkshire Ltd
**4 Hexthorpe Road
Doncaster
South Yorkshire
DN4 0AE**

SITE TWO ADDRESS (Chemistry Testing)

**Offices 1-4 Reeds Business Park
Balby Carr Bank
Doncaster
South Yorkshire
DN4 8DP**

TELEPHONE: 0333 00 40790

COMPANY NUMBER: 05309728

VAT NUMBER: 642 6455 35

For any enquiries, please contact the laboratory on 0333 00 40790 or
email admin@foodtestlabs.co.uk

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SAMPLE TESTING REFERENCE GUIDE

This Reference Guide has been compiled specifically to enable our customers to gain the maximum potential from using *ifp-labs UK South Yorkshire Ltd* for their testing requirements. The procedures within *ifp-labs UK South Yorkshire Ltd* are designed to ensure that a close working relationship is built and maintained. This is based on a full understanding of the needs, requirements and expectations of our individual clients.

INTRODUCTION TO IFP-LABS SOUTH YORKSHIRE.

ifp-labs UK South Yorkshire Ltd are part of the ifp-labs Group and offer a comprehensive food testing service to commercial, private and public-sector clients. The focus for all areas of our business is quality, customer support and service delivery. The principal asset of *ifp-labs* is the combined skill, experience and teamwork exhibited by our personnel.

Quality assurance forms an integral part of the management approach of the company and reflects our commitment to ensure that our client's needs and requirements are met for all contracts, irrespective of size or complexity.

We deliver a high-quality, cost-effective food testing service, with a focus on Customer Service.

UKAS accreditation (ISO 17025), Retailer Supplementary Audit Scheme approval, comprehensive in-house quality control procedures and involvement in national proficiency testing schemes support the validity and integrity of our analytical data.

Please take time to read and understand the following details, which compliment the details given in the Service Level Agreement

QUOTATIONS

Prices for analysis may be given in several ways:

- Quotations for individual projects
- Comprehensive quotations to cover full range of services offered.

Please email quotes@foodtestlabs.co.uk if an update to your quotation is required. Customers will be given sufficient notice of any pricing changes with the exception of subcontracted tests; these are subject to change without notice due to the supplier costs for these tests.

ANNUAL CUSTOMER SERVICE REVIEW AND CONTRACT REVIEW

To comply with the requirements of our UKAS laboratory accreditation to ISO 17025, customers will be emailed a link to our online Customer Satisfaction Survey (QRD 285) once per annum to determine whether they are satisfied with the service they have received. Clients will also be asked once per annum to complete a new Service Level Agreement, and this will enable *ifp-labs* to update any relevant information we currently have in our records.

SAMPLE TRANSPORTATION

ifp-labs UK South Yorkshire Ltd use refrigerated vehicles to collect samples and deliver sample containers, swabs or water sample bottles. Sample collections may incur a charge. Alternatively, you may arrange your own courier, or you may drop samples off at the main site address between 9.00am to 5.00pm Monday to Friday. Please note that all samples must be sent to the main site address regardless of the testing required. *Ifp-labs* arrange internal transfer of all relevant samples to the Chemistry laboratory at the site two address.

Arranging Sample Collections

Please email admin@foodtestlabs.co.uk to arrange a sample collection.

- Samples are usually collected from site during the morning into early afternoon; this is to ensure the same day testing service is maintained as much as possible.
- The full UK address and Postcode together with a site contact name and telephone number from which you require collection of the samples is required. Collection will be made during normal business hours. Please have the samples well packed and ready for collection by the driver.

Requests for sample collections must be made with as much notice as possible and 24hrs as a minimum.

Please note, a Collection Charge may be applied for minimum order values, this cost will be included on your quotation

Arranged collections that are no longer required but are not cancelled will be subject to a Collection Charge to cover expenses.

INFORMATION REQUIRED BY IFP-LABS BEFORE TESTING CAN COMMENCE

Before we start any work on your samples, we need to be confident that we fully understand your requirements. To do this we will need to receive and accurately cross reference the following:

- A valid order number, where this is not applicable the date sent may be used.
- A completed Sample Submission Form (Excel or Word document format)
- A completed Service Level Agreement.
- The required amounts of sample for the testing requested.

The paperwork **must** be emailed to admin@foodtestlabs.co.uk and included with the samples to ensure identification. Please ensure that the information is clear and accurate.

You must provide *ifp-labs UK South Yorkshire Ltd* with full details of testing requirements if the samples you send are for testing under specific legal or other guidelines or any specific methods required. *ifp-labs UK South Yorkshire Ltd* will not accept liability for testing commenced or completed requiring adherence to specific guidelines if not previously informed of the said requirement.

- The number of samples sent and the identity on their labels must tally with the details on the Sample Submission Form
- Clearly identify all samples.
- Please keep us up to date with details of product specifications.
 - Tesco and Marks & Spencer suppliers MUST provide current Microbiological specifications for all retailer products.
- Please keep us up to date with details of relevant contacts, especially for out of specification results.
- Tesco and Marks & Spencer suppliers must supply a clearly marked representative sample to be used for temperature monitoring on receipt (not required for ambient products).

It is essential that we fully understand your analytical requirements before we start processing your samples as any discrepancies or ambiguity may delay the analysis.

It is also essential that all chilled, frozen, liquid are kept at appropriate temperatures and/or in appropriate containers before *ifp-labs* collect them or they are delivered for testing. It is imperative that sample integrity is maintained so that results are not compromised.

SAMPLING GUIDANCE

The following list provides guidance for swab and water sampling and also packaging samples for transport to the laboratory.

Ensure there is sufficient quantity of sample available for the type of analysis you require, this is detailed on your quotation.

For Shelf-Life Verification at least 5 samples of at least 100g each will be required. Further details can be found on your quotation.

For Shelf-Life Verification testing please provide details of the storage conditions required and the testing dates required.

To prevent cross contamination please physically separate samples into the following categories:

- a) Shelf-Life Samples
- b) Raw Materials and Intermediate components
- c) Finished Products
- d) Hygiene Swabs
- e) Other
- f)

STICK SWABS

Stick swabs are usually used for enumeration tests but can also be used for pathogen testing. Care must be taken to ensure that the swab does not touch anything other than the item to be swabbed and the inside of the swab holder as any other contact will affect the results. **One swab should be used for each pathogen test required.** Customers are advised to provide the date and time of sampling swabs on their submission form.

Rub the tip of the swab over approximately 20 square cm (unless you have guidelines that say otherwise) then carefully place the swab back into the holder. Please then mark the outside of the holder with your company name, the item swabbed and the date and time of swabbing; please also record these details on the sample submission form. Refrigerate the swabs until collection or posting for not more than 24 hrs at 2 - 8°C prior to testing.

Sponge Swabs are also available for testing surfaces such as floors. Other swab types are available upon request. If further guidance is required on the types of swabs to be used, please contact the laboratory.

All swabs will be tested within 24h of sampling, where the date and time of sampling is provided. Where this information is not provided swabs will be tested within 24h of collection/receipt of the swab. All customers are advised to provide this information when submitting environmental swabs for testing.

Tesco and Marks & Spencer suppliers MUST provide the date and time that swabs were taken at source.

MICROBIOLOGY FOOD SAMPLES

Please supply a representative sample of the item you want testing. When you are sampling the product please take care to do this aseptically and if necessary, place the sample into a sterile container. Then mark the outside of the container or sample with the company name, sample description and date. The minimum quantity required for each test is detailed on the quotation.

If a product is packaged in a modified atmosphere (MAP) or vacuum packed the client will inform the laboratory and must retain a separate sample in case of retesting. If a Yeast or Mould enumeration is requested the client will inform the laboratory of the Aw of the product as this will determine the method used (if the Aw is unknown *ifp-labs* can provide this determination).

MICROBIOLOGY WATER SAMPLES

Clean the tap you are going to take the sample from, then run the tap for 2 minutes. Flame the nozzle of the tap with a blowtorch or similar until it steams and then run for a further 2 minutes. After these 2 minutes are up, take your sample. You will need to put your sample into a 500ml container with sodium thiosulphate added (supplied by *ifp-labs*).

Label the outside of the container with the company name, sample description and any other identifying information. Please provide the date and time of sampling on the submission form. If the water samples are kept at ambient temperature the testing must begin within 6 hours of taking the sample.

Under exceptional circumstances, it is permissible for the samples to be kept at 2 - 8°C for up to 24hrs prior to examination. **All water samples will be tested within 24h of sampling, where the date and time of sampling is provided. Where this information is not provided water samples will be tested within 24h of collection/receipt of the sample. All customers are advised to provide this information when submitting environmental waters for testing.**

Tesco and Marks & Spencer suppliers MUST provide the date and time that water samples were taken at source.

CHEMICAL ANALYSIS

The minimum quantity required for each test is detailed on the quotation, if not sending the whole product, please ensure that the sample sent is representative of the whole product.

If the product requires any treatment before testing (e.g. cooking, draining, washing) this must be communicated to the laboratory on the enclosed paperwork and specific instructions must be provided (additional charges may apply).

If you require a meat content determination, please provide species and cut of meat(s) and the ratio of the meats (if more than one type) in the product. If you want pies testing for meat content please supply a minimum of 3 of the same pie, this allows us to work out the averages and ensures that we have sufficient sample for testing.

If your product contains alcohol, polyols or organic acids please inform the laboratory before testing commences. If energy value determination is required, the contribution from these components should be considered. This may require additional testing.

If your product contains novel fibre ingredients (e.g. non-digestible oligosaccharides including fructan, fructo-oligosaccharides and galacto-oligosaccharides (such as raffinose and stachyose), resistant maltodextrins, polydextrose, inulin, pectin, or arabinogalactan) please inform the laboratory before testing commences.

If your product contains free amino acids (e.g. body building supplements) the protein determination may be an overestimate, please inform the laboratory before testing commences.

CHEMICAL ANALYSIS OF WATER

Please supply around 1 litre of the water you want testing in an adequate container. Please **do not** put water samples for chemical analysis into microbiology sample bottles containing sodium thiosulphate as this may affect the results.

PACKING YOUR SAMPLES FOR TRANSPORTATION

After taking the time, trouble and expense of taking your samples please take care in packing them for transportation.

- Ensure container tops are secure and pack the samples well, particularly those in glass containers.
- Label each sample bottle/container clearly so we can identify it easily.

- Please enclose completed paperwork (Sample Submission Form) and email this or the Excel Sample Submission Form to the laboratory admin@foodtestlabs.co.uk; this enables the analysis to commence immediately on receipt.
- Some samples can be temperature sensitive. To ensure the laboratory receives your samples in the best condition please include freshly frozen ice packs in any packages.
- Ensure that the samples are securely packaged.
- Ensure each package can be identified with your company's name and sample description.
- Ensure that each package is clearly addressed to:

ifp-labs UK South Yorkshire Ltd
4 Hexthorpe Road
Doncaster
South Yorkshire
DN4 0AE

Following these instructions will minimize the necessity for re-sampling due to damaged, lost or unidentifiable samples.

SAMPLE SUBMISSION FORMS

ifp-labs UK South Yorkshire Ltd can supply the MS Word based Sample Submission Form (QRD 321) or Excel Sample Submission Form.

Completing a Sample Submission Form (shown below)

<i>ifp-labs UK South Yorkshire Ltd: Sample Submission Form</i>	
<i>Samples for testing by ifp-labs UK South Yorkshire Ltd Tel: 0333 0040790 Email: admin@foodtestlabs.co.uk</i>	
<i>ifp-labs UK South Yorkshire Ltd must receive this completed form and a completed Service Level Agreement before testing can commence.</i>	

PLEASE SUBMIT AT LEAST 100g OF PRODUCT FOR MICROBIOLOGY OR CHEMISTRY TESTING. PLEASE SUBMIT 5 X 100g FOR SHELF LIFE VERIFICATION

SAMPLES SENT BY:		[G] DATE SAMPLES SENT:		COMPANY NAME: AND ADDRESS:	
TELEPHONE NO:		EMAIL:		QUOTATION REFERENCE:	[I] ORDER NUMBER:

FOOD OR FOOD PRODUCTS FOR MICROBIOLOGY / CHEMISTRY TESTING

[F] Product Code	[B] Sample Description	[A] Product Brand	[C] Batch Code	[D] Use By Date or Shelf Life Expectancy	[E] Production Date	[J] Shelf Life Testing Dates	[L] Shelf Life Storage Conditions *	[K] Testing Requirements

*Please indicate Ambient, Chilled or Frozen

PLEASE USE N/A IN ANY UNUSED FIELDS

ENVIRONMENTAL SWABS / WATERS FOR MICROBIOLOGY TESTING

[B] Sample Description	[G] Date Sample Taken	[H] Time Sample Taken	[C] Batch Code	[K] Testing Requirements

DELIVER TO: *IFP-LABS UK SOUTH YORKSHIRE, 4 HEXTHORPE ROAD, DONCASTER, SOUTH YORKSHIRE, DN4 0AE*

QRD 321 ISSUE 11 02/01/2026 MW

The *ifp-labs UK South Yorkshire Ltd* Sample Submission Form requires the following information:

Samples Sent By – The person *ifp-labs UK South Yorkshire Ltd* may contact with any queries regarding the analysis etc.

Order Number – Your order number (please leave this blank if you do not require an order number for your records – the date of receipt will be used)

Date Sent – The date of the order.

Quotation Reference – This will be detailed on your initial quotation.

Company Name – The company identification you would like to appear on the reports.

Company Address, Tel No. and Email – The address of the company and the contact email and telephone number of the person submitting the samples.

Sample Description – This is the description of each sample allocated by yourselves, which will appear on your report.

Testing Requirements – A list of testing that is required within your order, please include timeframes for chemical and nutritional testing

Product Brand – This is the brand e.g Tesco, of the samples to be sent.

Batch Code - This is additional information that you require on your report to identify your samples.

Production Date – This is the date the sample(s) were produced.

Verified Use By Date or Shelf Life Expectancy – Please indicate whether this is Verified Use By Date or Shelf Life Expectancy

Shelf-Life Test Dates – Testing dates required for Shelf Life samples

Shelf-Life Storage Conditions Required – Your required sample storage conditions

Environmental Samples

Sample Description - This is the description of each swab or water sample allocated by yourselves, which will appear on your report.

Testing Requirements – The specific tests required for each sample.

Date Sample Taken & Time Sample Taken – This is the date and time the sample (swab or water) was taken at source.

Batch Code – This is further information to identify the samples which will appear on the report.

Excel Sample Submission Form

Once established and routinely sending samples, customers can be offered the Excel Sample Submission Form (QRD 424) as an alternative to the Word-based Sample Submission Form. This

form is tailored to the client by populating with a list of test profiles (including prices), from which the client can choose. Instructions for use are detailed on QRD 425 which may be sent to the customer.

Once complete, the Excel Sample Submission Form must be sent via email only to admin@foodtestlabs.co.uk in order to be booked in on *ifp*'s LIMS system.

GENERAL ITEMS

Once We Have Received Your Samples

- The temperature of Microbiology samples will be taken upon receipt to ensure that it is below 8°C (Chilled Products) and below 0°C (Frozen Products). If an alternative maximum temperature is required for Tesco or M&S products, this must be provided in writing.
- Items are checked visually then labelled with sample details where possible and transferred to appropriate storage conditions. Any discrepancies between items received and information submitted by the customer will be communicated directly to the customer via email.
- Where possible samples received will be photographed or videoed and these images will be kept on file.
- Unless otherwise notified in writing, *ifp-labs UK South Yorkshire Ltd* reserves the right to use the standard default method as indicated on *ifp-labs UK South Yorkshire Ltd's* UKAS Schedule.
- *Ifp* will not be liable for adverse results due to loss of integrity (temperature control, standard of packaging, cross contamination due to any reason) prior to receipt either by the collection driver or by delivery direct to the laboratory.
- Transfer of all samples for nutrition and chemistry testing is internally managed and controlled.

Frozen samples for Microbiological Analysis

- Please note that unless otherwise instructed samples received frozen for microbiological analysis will be thawed at either 1-3hrs at ambient temperature or at 2°C – 8°C for up to 24hrs, in accordance with the relevant British Standard.

Fast Turnaround (Chemistry Samples)

- A fast-tracking facility may be requested on all nutrition samples. Please call for details (0333 0040790) or email admin@foodtestlabs.co.uk
- As a general rule, a fast turnaround of 2 days, next day or same day is available by prior arrangement.

Hazardous Samples

- Pre-notification of intended delivery to *ifp-labs UK South Yorkshire Ltd* is required for any samples known or suspected to contain potentially hazardous material. Ensuring proper consents, packaging and transport of hazardous materials is your responsibility.

Samples from Outside the UK

- Please consult your local legislative requirements prior to sending samples.

Samples Storage and Disposal

- Unless we are notified that special arrangements are required, *ifp-labs UK South Yorkshire Ltd* will dispose of samples under the following time scales: Chemistry samples one week after reporting of results; Microbiology samples one week after initial test date.
- For Tesco and M&S products in which infective pathogen(s) have been isolated and confirmed, samples will be retained for 4 weeks prior to disposal.

REPORTING

ifp-labs UK South Yorkshire Ltd will notify the client of a possible positive pathogen result by reporting “SUSPECT” at the first indication of a positive result. This will be communicated via an ‘interim’ report sent by email. The result will be confirmed and reported as soon as the method allows. All customers will also be notified of positive pathogen results via phone call, where possible. Please note that results will be delayed or not reported due to significantly overdue unpaid invoices, several attempts to gain payment will be made up to this decision being made.

ifp-labs UK South Yorkshire Ltd will issue reports in PDF format via email. Reports can be provided in either one sample or multiple samples per page. However, unless specifically requested by the client, reports are presented with multiple samples per page.

If requested, customer provided specifications can be applied to test reports in order to highlight out of specification results. The uncertainty of measurement will not be routinely applied to test results. Where statements of conformity are made, the following decision rules will apply:

Pass – Result is within specification

Fail – Result exceeds specification

Where a microbiological count exceeds the upper limit of the highest dilution used, a count may be estimated (prefixed by ‘e’ on test reports). This involves dividing the test plate into radial sectors and counting all colonies within the representative sector. The count is then multiplied by the appropriate factor for the size of sector. This means that the actual count may be higher than the estimated count and as such this should be taken into consideration when analysing test results. Where required, higher dilutions can be tested (this may incur additional charges) in order to achieve a more accurate count. Additional dilutions may reduce the likelihood of microbial counts being estimated.

The client is responsible for the report once received but in the event of any loss *ifp-labs UK South Yorkshire Ltd* can produce duplicate copies. Any requests for amendments of reports must be made in writing.

Please note that suspension of reporting methods may occur where there are outstanding invoices for payment. Reporting of results will resume once satisfactory payments have been received.

ADDITIONAL SERVICE LEVEL AGREEMENT FOR TESCO AND M&S SUPPLIERS

In addition to the above the following requirements are to be agreed between the supplier (client) and *ifp-labs UK South Yorkshire Ltd.* (the external contract laboratory)

ifp-labs UK South Yorkshire Ltd will comply with the requirements of the Retailer Supplementary Audit Scheme as detailed in ‘Retailer requirements for microbiology laboratories performing pathogen tests’.

ifp-labs UK South Yorkshire Ltd will only use RSA approved methods and will ensure that they are included in the laboratory’s UKAS scope of accreditation.

The client will clearly indicate which samples require RSA procedures when submitting samples to the laboratory (identify Tesco and/or M&S branded products).

ifp-labs UK South Yorkshire Ltd will supply copies of UKAS/RSA audit reports and the current UKAS Schedule/RSA Scope of Compliance to the client on request.

ifp-labs UK South Yorkshire Ltd will inform the client if the laboratory’s accreditation/compliance status is suspended, withdrawn or lapses.

All paperwork will be kept for a minimum of 6 years.

SUBCONTRACTING WORK FOR TESCO AND M&S PRODUCTS

Work will be subcontracted for RSA customers (Tesco/M&S products) when tests are requested beyond the capability or scope of the laboratory. Approval will be sought for any work to be subcontracted.

Where work is subcontracted, *ifp* will ensure that the subcontract laboratory holds valid UKAS (or equivalent) accreditation and Retailer Compliance status for the testing in question. *ifp* will hold up to date copies of the relevant Schedule of Accreditation and RSA Scope of Compliance.

ifp will ensure that the method to be used by the subcontract laboratory meets the RSA customer’s requirements.

Where there is a significant amount of subcontract testing requested, payment may be required up front and a proforma invoice will be issued.

CONFIDENTIALITY

All staff members at *ifp-labs UK South Yorkshire Ltd* are trained in the importance of client confidentiality. Our UKAS accreditation (ISO 17025) also ensures that we abide by the rules associated with confidentiality.

Information about the client obtained from sources other than the client (e.g complaint regulators) will be confidential between the client and the laboratory. The source of the information will be

confidential to *ifp-labs UK South Yorkshire Ltd* and will not be shared with the client unless agreed by the source.

ifp-labs UK South Yorkshire Ltd agrees to hold confidential or proprietary information or trade secrets in trust and confidence and agrees that such information shall be used only for the contemplated purposes, shall not be used for any other purpose or disclosed to a third party.

No copies will be made or retained of any written information supplied without the permission of the client.

ifp-labs UK South Yorkshire Ltd will not disclose to any third party, details of any services provided for clients; details of work undertaken for clients and the results/reports of any client's tests unless required to do so by law or judicial decision.

At the conclusion of any discussions or upon demand of the client, any confidential information shall be returned to the client.

Appendix 1

Conditions of Contract for Testing Services

A. DEFINITIONS

1. **The Employer** – The Employer means person, firm or body corporate for whose benefit the Work is being carried out notwithstanding that the instruction to undertake the Work may have been received from the other agents acting on behalf of the Client.
2. **The Contract** – The contract shall in all respects be operated in conformance with English Law and is applicable between *ifp-labs UK South Yorkshire Ltd.* and the Client. These conditions comprise the entire conditions applying to any contract subsequent to this offer.
3. **Validity of our Offer** – Our offer will remain open to acceptance for a period of 6 months from the date of our quotation letter. If for any reason *ifp-labs UK South Yorkshire Ltd.* is not permitted to commence work within 6 months of acceptance of our offer, we reserve the right to renegotiate the rates. All offers are subject to *ifp-labs UK South Yorkshire Ltd.* obtaining satisfaction that the Employer is capable of discharging their obligations under Section D of these conditions.
4. **Prices Quoted** – All prices are in £ Sterling.
5. **Confidentiality** – All information and prices submitted with the offer are commercial in confidence and must not be disclosed to a third party.
6. All orders or requests are subject to availability of resources.

B. SAMPLE SUBMISSION

1. **Order** - *ifp-labs UK South Yorkshire Ltd.* must receive a completed Service Level Agreement, a Sample Submission Form and the required number of samples prior to the commencement of testing.
2. **Minimum Order Value** – A minimum order value of £100.00 per testing contract is applicable where sample pickup is requested outside a 20-mile radius of DN4 0AE
3. **Services Ordered** - will be carried out strictly in accordance with our offer.
4. **Hazardous Samples** – Pre-Notification must be received by *ifp-labs UK South Yorkshire Ltd.* of intended delivery of any samples that are known or suspected to contain material potentially hazardous to health. **The person submitting the sample(s) is responsible for ensuring that they do not pose a health and safety risk for any *ifp-labs UK South Yorkshire Ltd.* staff members.**
5. **Samples from Outside the UK** – all arrangements will be made by the Employer and the correct consents and conditions of import sought by the Employer.
6. **Date of Receipt** - is defined as the date upon which the Service Level Agreement, the purchase order number, Samples and the Sample Submission Form or whichever is received latest.
7. **Sample Provision** – The Employer will provide adequate and suitable samples for the testing, *ifp-labs UK South Yorkshire Ltd.* will not be liable for inability to complete testing due to inadequate sample quantities or state.
8. **Subcontracting** – *ifp-labs UK South Yorkshire Ltd.* reserves the right to provide testing services from elsewhere and by others as reasonably necessary to complete the works.
9. **Sample collection** – *ifp-labs UK South Yorkshire Ltd.* reserve the right to charge a sample collection fee unless a free courier service has been specifically agreed. Emergency pickups requested in addition to this agreement may incur a charge.
10. *ifp-labs UK South Yorkshire Ltd.* reserve the right to charge for commenced tests, which are then cancelled. A charge may also be made for sample collections after which the testing is cancelled or there were no samples available to collect.

C. REPORTING

1. **Completion Date** – Requests for chemical analysis results that do not specify a desired timeframe for the completion of work will default to a completion time of 5 working days from the date of receipt.
On specific Nutrition turnaround times quoted, the date of receipt is counted as DAY 0. Bank Holidays or weekends are not counted as working days for chemistry samples.
2. **Results** – will be reported by e mail on the completion day.
3. **Late reporting** – *ifp-labs UK South Yorkshire Ltd* will use all reasonable endeavours to meet quoted completion dates. *ifp-labs UK South Yorkshire Ltd* will not be liable in cases of late reporting, however caused, nor shall lateness be deemed to be a breach of contract or an act of negligence. *ifp-labs UK South Yorkshire Ltd* do not accept any liability for late return of results due to retesting.
Results will not be sent until the reporting manager considers them to be satisfactory.

4. **Limitations** – Reports refer only to the actual samples on which the testing has been performed. No report shall be read as implying that any sample or mass from which the samples was drawn is fit for intended purpose unless explicitly stated by *ifp-labs UK South Yorkshire Ltd*.
5. **Comments/Suggestions/Interpretations** are outside the scope of UKAS accreditation (ISO 17025). Any comments made, verbally or in written form are based on the Reporting Manager’s or Consultant’s experience in association with current guidelines, if they are available, and do not constitute any form of legal advice.
ifp-labs UK South Yorkshire Ltd do not accept any liability in respect of any comments made verbally or in written form by any staff member which lead to claims or costs against the sample submitting customer.

Discussion of results can only be made with approved personnel employed by the customer. A list of approved personnel with whom *ifp-labs UK South Yorkshire Ltd*. staff members can discuss results with must be submitted by the customer in writing or detailed on the Service Level Agreement.

If a list is not received, the persons listed on the SLA are the only persons *ifp-labs UK South Yorkshire Ltd* staff members may discuss the results with.

Any additional persons requiring discussion of results must be approved in writing to *ifp-labs UK South Yorkshire Ltd* by the sample submitting person i.e the customer representative or any of those listed on the SLA.

Any comments made verbally or in written form must not be shared with any other party without the express permission of *ifp-labs UK South Yorkshire Ltd*.

D. PAYMENT

1. **Payment Method** – Payment referred to in this offer shall be made by cheque or bank transfer payable to *ifp-labs UK South Yorkshire Ltd*. in £ Sterling.
2. **VAT** – Our price is exclusive of VAT. When payment is made, VAT, if appropriate, must be added at the current rate.
3. **Credit** – Accounts will be rendered monthly as the work proceeds. Payment of accounts without retention or discount is required strictly within 30 days from the date of the invoice, unless otherwise agreed.
4. *ifp-labs UK South Yorkshire Ltd*. reserve the right to withhold results and further services in the event of amounts payable being overdue, breach of any of these conditions or for any other reason which, at the discretion of *ifp-labs UK South Yorkshire Ltd*, warrants such action.

E. OBLIGATIONS

1. **Liability** – *ifp-labs UK South Yorkshire Ltd*. liability under any contract for testing is limited to the invoice value of the works performed. Under no circumstances shall *ifp-labs UK South Yorkshire Ltd* be liable to the Employer for any indirect or consequential loss suffered by The Client relying on the information included in the reports (ISO 17025 Accredited or Otherwise) prepared by *ifp-labs UK South Yorkshire Ltd* including (without limitation) loss of profit, loss of contracts or pure economic loss.

F. TERMINATION OF AGREEMENT

1. Either party may terminate this Agreement forthwith by written notice to the other party if:-
 - a) The other party did commit a substantial breach of any of its obligations hereunder and, if capable of remedy, did not remedy such breach within 30 days of receiving such written notice; or

- b) The other party became bankrupt or entered into liquidation or was made the subject of an administrative order to have a receiver appointed over its assets (or any part thereof) or ceased to carry on business.

In the event of any termination of this Agreement, all accrued Charges, Expenses and other sums shall be invoiced and, together with all unpaid invoices shall become immediately due and payable (including interest). The Client shall fully and effectively indemnify *ifp-labs UK South Yorkshire Ltd* against all such losses (including cost of materials), damages, charges and expenses arising as a result of such termination.

2. All outstanding reports will be sent following termination of the contract or use of *ifp-labs UK South Yorkshire Ltd* services, unless there are outstanding monies owed to *ifp-labs UK South Yorkshire Ltd*.

All other services will cease, including but not limited to the following:

- Access to the *ifp-labs UK South Yorkshire Ltd* Portal will be denied 2 weeks following the last results reports sent. All customers will still have received pdf reports for all the samples sent.
- Copy reports – (An admin fee of £9.99 can be paid per copy report if required).
- All consultancy advice - unless pay per project is agreed.