

**Veterinary**

Stamp :

OwnerName :
First Name :
Address :eMail :
Phone:**Animal**Name :
Species :
Breed :Sexe :
Age :
Tattot/chip :

Respiratory 1 (ref : CAN RESP1) 25€ excl. taxes | 30€ incl. taxes
Bordetella bronchiseptica, Adénovirus CAV-2, Herpès virus canin
Sample: oropharyngeal swab + blood EDTA

Respiratory 2 (ref : CAN RESP2) 40 € excl. taxes | 48 € incl. taxes
Bordetella bronchiseptica, Adénovirus CAV-2, Canine herpes virus, Carré,
Influenza A
Sample : oropharyngeal swab + conjonctival + blood EDTA

Intestinal 1 (ref : CAN INT1) 15 € excl. taxes | 18 € incl. taxes
Parvovirus canin, Coronavirus canin
Sample : rectal swab

Intestinal 2 (ref : CAN INT2) 40 € excl. taxes | 48 € incl. taxes
Parvovirus canin, Coronavirus canin, *Leptospira spp*, *Giardia intestinalis*,
Cryptosporidium spp, *Salmonella spp*
Sample: Blood EDTA + rectal swab

Anemia (ref : CAN ANE1) 30 € excl. taxes | 36 € incl. taxes
Babesia spp, *Ehrlichia spp*, *Anaplasma spp*, *Bordetella bronchiseptica*
Sample : blood EDTA + nasopharyngeal swab

Neurological 1 (ref : CAN NEU1) 30 € excl. taxes | 36 € incl. taxes
Toxoplasma gondii, *Neospora caninum*, Carré, Adénovirus CAV-1
Sample : blood EDTA + Cerebrospinal fluid (LCS)

Neurological 2 (ref : CAN NEU2) 40 € excl. taxes | 48 € incl. taxes
Toxoplasma gondii, *Neospora caninum*, Carré, Adénovirus CAV-1, incl. taxes
Ehrlichia spp, *Anaplasma spp*
Sample : blood EDTA + Cerebrospinal fluid (LCS)



No formalin, no heparinized tube.
No human sample.

Animal's condition

General signs:

Duration of signs :

Treatment :

Remarks :

Target on demand : Outside of the package, the cost of an analysis to search for one or more targets is: €40 excluding VAT for the first target and €10 excluding VAT for each additional target.

Additional target name(s) :

Final price(s) :**Additional target price(s) :****Total (including VAT) :****Payment methods**Bank transfert :
IBAN : FR76 1680 7004 0037 8275 3621 580
BIC (Bank Identifier Code) CCBPFRPPGRE

[If paying by bank transfer, please include the reference number.](#)
[DIAGCAN as well as the date of the transfer.](#)

Check :
Order : IODOLAB
DIAGCAN reference to be added to the back of the check**Results will be delivered within 5 working days after receipt of samples.****No sample will be processed without payment. An invoice will be issued and sent along with the results.****I certify that the samples sent are indeed those of the animal described in the "Animal" box located at the top of this page.**

Signature :

GENERAL TERMS AND CONDITIONS OF SALE FOR ANALYSIS SERVICES

Article 1 : Scope and Enforcement

Acceptance of the terms and conditions of this document constitutes a binding contract. All orders imply full and unreserved acceptance by the requester of the terms and conditions described herein. Any request for specific service terms not covered by this document will be subject to a separate written agreement between the Client and the Company.

Article 2 : Orders

Every product order or analysis request results in the issuance of a "Order Form" including the list of requested products and these General Terms and Conditions of Sale (GTC), in paper format (mail) or electronic format, via email or the website www.iოდolab.com. The Order Form includes, in addition to the order itself, the client's acceptance of the analysis being performed by the IODOLAB laboratory. The Order Form, including the client's acceptance of the GTC, must be returned to IODOLAB in paper or electronic format by email to contact@iodolab.com, along with the sample(s). The client has a right of withdrawal until receipt of the samples sent to IODOLAB for analysis. A quote may modify or supplement the GTC and will constitute specific terms and conditions. Each order is processed individually; a specific condition from a previous order will not apply to subsequent orders. The services will only begin after receipt of the Purchase Order accepted by the Client and after receipt of the samples. The Client authorizes IODOLAB to subcontract the execution of the order to a subcontractor of its choice, provided that the Client is informed and has given prior consent to the subcontracting. Service requests must be submitted in writing and explicitly, specifying the analysis requested, the recipients of the analysis, and the billing name and address. The content and identification of the samples are the responsibility of the Client. Once the sample has been registered under the references provided by the Client, no modifications will be made. The analytical results produced by the laboratory, as well as any comments, pertain to the subject matter provided by the requester. Samples are delivered to the laboratory or sent by courier. Shipping costs are borne by the Client. The stability of the sample upon arrival at our facilities is the Client's responsibility. The laboratory keeps the samples for 6 months after the date of analysis before destroying them, except under special conditions.

Article 3 : Description of the Service

General Information: When a request for analysis is submitted, it is automatically understood that a contract has been established with IODOLAB. IODOLAB may then perform the analyses as usual and reserves the right to choose the most appropriate analytical method to best meet the request. Specific requests concerning the method or equipment will be subject to a prior review and a formal written agreement during the contract review. The analytical service includes performing the analyses and transmitting the analytical results. The Client is responsible for the use of these results and will implement, under their sole responsibility, the measures they deem appropriate. When the laboratory lacks the necessary resources to perform an analysis or is unable to carry out the requested analyses, it may subcontract the work.

Conditions of execution, methods of analysis, transmission of results

a. Sample supplies : Les prélèvements à analyser sont réalisés par le Client et ce, sous son entière responsabilité. A ce sujet le laboratoire IODOLAB attire l'attention du Client de l'incidence déterminante, sur la faisabilité des analyses par le laboratoire : des conditions et procédures de prélèvement, de la qualité et de la représentativité des prélèvements. Le laboratoire met à la disposition du Client sur simple demande de sa part, les modalités de prélèvement préconisées. Le Client s'engage à fournir, par écrit, à la Société toutes informations utiles concernant la sécurité et la sûreté, le transport et l'élimination du prélèvement ainsi que toutes les caractéristiques connues ou suspectées sur la toxicité, la contamination, l'inflammabilité, le risque d'explosion du prélèvement. Il optera pour un étiquetage approprié du prélèvement pour son transport.

b. Identification and Submission of Samples: Samples submitted for analysis to the IODOLAB laboratory must be in good condition, of the minimum size required for analysis, and clearly separated and identified by the Client. All submissions must be accompanied by an analysis request form containing all the administrative and technical information necessary for the execution and invoicing of the ordered analyses. In the event of substandard quality of the submitted samples, the order will be rejected; the Client, duly informed, may then submit a new sample. The laboratory provides only indicative turnaround times for analysis and results, depending on its workload. Exceeding these turnaround times does not entitle the Client to any damages, withholding of payment, or cancellation of the order.

c. Performing analyses and transmitting results: The laboratory will perform the analyses according to the standard method corresponding to each type of analysis ordered, in accordance with the operating procedures developed by the laboratory. Analysis reports are sent in paper format (by mail) and/or electronically to the attention of the Client's staff and/or designated representatives. The Company may also provide advice, information, and assistance in interpreting the results upon request. However, the use of the results is the sole responsibility of the Client, who alone implements the measures they deem appropriate.

d. RGPD

Information regarding data processing :

The information collected about you is processed by IODOLAB. IODOLAB is the data controller of your data within the meaning of the French Data Protection Act (Loi Informatique et Libertés) and the European General Data Protection Regulation (GDPR). Contact details for the data controller and the Data Protection Officer (DPO):

M. Michel FRANCK 3 rte des pierres blanches, 69290 GREZIEU LA VARENNE contact@iodolab.com

Your data is collected for the following purposes: The proper execution of your requests, the proper execution of service, sales, or purchase transactions, the management of your customer or supplier account; contacting you and issuing the following documents: quotes, purchase orders, delivery notes, transport notes, invoices, and general accounting records; conducting internal statistical studies and carrying out internal research and development at the IODOLAB laboratory. The recipients of this data are: IODOLAB's internal departments. Your data may also be transmitted to the third-party organizations listed below:

The accounting firm, the law firm, insurance companies, certification bodies under contract with IODOLAB, and French government agencies. You may object to this at any time by contacting the Data Protection Officer (DPO). Your data is stored on the IODOLAB laboratory's management system for 10 years for commercial transaction data from the last use, in accordance with the obligations of the French Commercial Code, and for 3 years for personal data (prospects, contacts) from the last interaction (inactive individuals), in accordance with the right to be forgotten. You may request access to your data, the rectification of inaccurate or incomplete data, and, under certain conditions, its erasure as well as a restriction of processing. You may also object to the processing of your data for legitimate reasons.

You can object to the processing of your personal data and have the right to withdraw your consent at any time. You can exercise these rights either by contacting the Data Protection Officer (DPO); by mail to the following address: IODOLAB, 3 route des pierres blanches, 69290 GREZIEU LA VARENNE, France, or by email to the following address: contact@iodolab.com. The recipients of this data are: IODOLAB and its subcontractors, accompanied by a copy of a valid identity document bearing your signature and must indicate the IODOLAB website address.

Upon receipt, IODOLAB allows a period of one month to process a simple request and three months for a complex request (for example, in the case of a request for all of its data).

If, after contacting us, you believe that your rights regarding your personal data have not been respected, you may file a complaint with the CNIL.

e. Retiteration of the analysis

The Client will have 8 days from the date of receipt of the results to file a complaint. The Company will only repeat the analysis if it has a sufficient quantity of samples and if the storage periods are compatible with this request.

Article 4 : Prices and Payment Terms

For sales of goods, prices are inclusive of all taxes (20% VAT in France) in euros, excluding packaging costs, which are the responsibility of the customer. Shipping costs will be invoiced with the analysis if the customer chooses to use the laboratory's courier service.

Sales of products or analytical services are made at the rate in effect on the date of the quote if it is issued by mail or email, or on the date of the order form if it is issued via the website www.iოდolab.com. For analytical services, IODOLAB reserves the right to apply an additional surcharge to the price agreed upon in the quote, depending on the type of sample received that incurs additional costs for the analysis (unknown at the time the quote is created). Price surcharges will be clearly justified to the Client upon invoicing. The Company reserves the right to refuse certain samples in the event of a quality or quantity defect. The Client will be informed and may, therefore, provide a new sample to the laboratory. Unless otherwise specified in the quotes, orders must be accompanied by a check made payable to IODOLAB. For any other payment method, the Client must obtain the Company's prior agreement when the quote is issued. The company's intra-community VAT number is FR34450647813. Applicable taxes are those in effect on the invoice date. For any non-payment by the due date, IODOLAB reserves the right to claim, without prior notice, a late payment penalty calculated at 5% per month of the amount due. IODOLAB reserves the right to suspend any pending orders and to claim reimbursement of costs incurred in recovering the amounts owed. Any invoice dispute must be submitted to IODOLAB by registered letter with acknowledgment of receipt within thirty days of the invoice date.

Article 5 : Time limit

Delivery and analysis times are given for information purposes only on quotes and other commercial documents and do not constitute a commitment by the Company to these customers.

Article 6 : Property rights over the samples

The Client retains ownership of the samples. The Client authorizes IODOLAB to use the samples free of charge for further analysis (epidemiological studies, for example). The Client will specify in their order whether, after analysis, the sample should be returned, destroyed, or stored, with the Client bearing the full financial burden of this choice. The company cannot be held liable under any circumstances for damage to the sample. For any sample return requested by the Client, the Client is responsible for shipping and packaging costs. If the Client does not specify otherwise, the sample or its biological derivatives will be kept for a period of 6 months. After this period, the sample or its biological derivatives may be destroyed without prior agreement from the Client.

Article 7 : Conformity

The Client must ensure that their sample complies with the laws and regulations in force on the date of dispatch (marking of hazardous and toxic products, marking of contaminated biological materials).

Article 8 : Claim

Customers can submit their observations and complaints to IODOLAB. These are recorded in the form of a complaint form, which triggers the implementation of corrective actions that feed into the continuous improvement process initiated by the quality assurance operation.

Article 9 : Guarantees and Responsibilities of the Parties

IODOLAB is bound by an obligation of means to perform the analytical services. IODOLAB is free to choose and modify the techniques, methods, and procedures necessary for the production of the products or analyses, subject to the Client's acceptance of any changes compared to the Quote. It is reiterated that IODOLAB acts as an analytical service provider. In this capacity, it undertakes to perform the ordered analytical services on the samples submitted by the Client, in accordance with its internal operating procedures. The Client is responsible for the transport, security, packaging, and insurance of the samples sent to IODOLAB for analysis. Any loss or damage that may occur during transport will be the Client's responsibility. The Client declares to IODOLAB and warrants that the samples sent to the Company for analysis are stable and pose no danger. The Client agrees to bear any direct or indirect damages suffered by IODOLAB should a sample collection cause any harm whatsoever to the Company or any person working for it, even if the Client has informed IODOLAB of the potential risks associated with the sample collection. The Client may only hold IODOLAB liable by proving its negligent conduct in the performance of the ordered analytical services. Should IODOLAB be found liable, the total amount of damages payable by IODOLAB will be limited to the amount of analytical services actually paid for by the Client to IODOLAB during the calendar year in which the incident or difficulty giving rise to IODOLAB's liability occurred.

Article 10 : Conditions for sending samples

IODOLAB accepts no responsibility for any interruptions or delays in the delivery service and/or other services sent by the customer, not for any losses or damages resulting from such interruptions or delays, or from improper packaging. The package must be properly packed and comply with regulations for the transport of samples.

The recommended packaging is P650 packaging or any other packaging that meets the following conditions: one or more leak-proof primary containers, one leak-proof secondary container, and one sufficiently robust outer container, taking into account its capacity, weight, and intended use. For liquids: sufficient absorbent material to absorb the entire contents must be placed between the primary container(s) and the secondary container. Please note that you must include your order summary inside the package to allow for identification of your sample upon arrival at the laboratory. IODOLAB liable by proving its negligent conduct in the performance of the ordered analytical services. Should IODOLAB be found liable, the total amount of damages payable by IODOLAB will be limited to the amount of analytical services actually paid for by the Client to IODOLAB during the calendar year in which the incident or difficulty giving rise to IODOLAB's liability occurred.

Article 11 : Quality Assurance

IODOLAB analyzes samples using reagents produced by IODOLAB and certified by AB certification under the ISO 13485 manufacturing standard, the standard for IVD medical device manufacturers. IODOLAB adheres to good laboratory practices according to standard 15189.

Article 12 : Insurance

IODOLAB has taken out a professional liability insurance policy with MMA, which is automatically renewable. The Client also undertakes to take out all necessary insurance with a reputable and solvent insurer to cover any damages attributable to them under this contract or its performance.

Article 13 : Cancellation of Service Provision

See Article 2 entitled "Orders". In the event that the Client is unable to pay invoices under the conditions specified in this contract, the Company may suspend the performance of its contractual obligations to the Client, at the Client's expense.

Article 14 : Force majeure

IODOLAB reserves the right to suspend or terminate all or part of the analytical service, automatically, in the event of force majeure, including but not limited to new laws or regulations, requests from the government or any competent administrative authority, failure to obtain or withdrawal of necessary administrative authorizations, or unforeseen circumstances such as strikes, inclement weather, accidents, or any external cause likely to halt or slow down the performance of the analytical service, or any cause not directly and exclusively attributable to IODOLAB. IODOLAB must inform the Client of such an event as soon as it becomes aware of it and will not be liable to the Client for any compensation of any kind.

Article 15 : Confidentiality

IODOLAB adheres to a strict confidentiality principle, and analysis reports are only transmitted to the party requesting the analysis. The client may, however, make a written and explicit request for a copy of the analysis report to be sent to a third party. IODOLAB is prohibited from using or disclosing analysis reports or any personal information to any third party whatsoever, except to prove the performance of the service and, in particular, to obtain payment, or upon the order or request of a competent administrative authority, or in compliance with a final court decision. IODOLAB undertakes to treat confidentially all technical, commercial, and financial data and information communicated to it for the performance of analyses and identified as confidential by the Client.

The Client undertakes to treat confidentially all technical, commercial and financial information and data which it may become aware of concerning the Company IODOLAB in the context of the execution of an analysis service.

Article 16 : Entirety clause

It is agreed that this contract contains all the terms and obligations agreed upon by the parties, and that it cannot be contradicted or supplemented by any prior statements or documents. This contract supersedes any other document that may have been signed or exchanged between the parties prior to the execution of this agreement.

Article 17 : Contract Termination

If a Contract exists, and except as provided in Article 4, the possibility of terminating the contract is as follows: In the event of non-compliance by the Client with its contractual obligations under this agreement, termination will take effect one month after the date of dispatch of a registered letter with acknowledgment of receipt (without waiting for the expiry of the deadline), without either party being entitled to claim damages on this basis. The signatory parties expressly waive any right to claim damages following such termination. The sums owed to IODOLAB for the remaining term of the contract will become immediately payable. Any service commenced is due in full.

Article 18 : Applicable law and jurisdiction

It is expressly agreed between the Company and the Client that, in the event of any dispute, disagreement, or difficulty in interpreting these general terms and conditions of sale, and more generally concerning the relationship between the parties, the Commercial Court of Lyon shall have sole jurisdiction, unless IODOLAB prefers to bring the matter before any other competent court; that French law shall be the sole applicable law, and this clause shall apply even in the case of summary proceedings, incidental claims, or multiple defendants. If these general terms and conditions of sale are translated into a foreign language, the French version shall prevail over any other translation in the event of any dispute, disagreement, difficulty in interpreting or performing these general terms and conditions of sale, and more generally concerning the relationship between the parties..

Article 19 : Tolerance – partial invalidity of the General Terms and Conditions

In the event that any of these Terms and Conditions are declared invalid or unenforceable, the remaining provisions shall remain in full force and effect. The failure of IODOLAB or the Client to exercise any of the rights set forth in these Terms and Conditions shall not constitute a waiver of those rights.

General Terms and Conditions of Sale (October 2025), IODOLAB, SASU, Head office : 3 route des pierres blanches 69290 GREZIEU LA VARENNE. SIRET : 450 647 813 00036, TVA intracEE : FR34450647813