

## Terms and conditions

### 1. Order and specific conditions

Any order placed with Iodolab implies on the part of the applicant's full acceptance of the conditions described in this document. Any special request is subject to a written contract agreement between the client and the laboratory. Any request is subject to a written order from the customer. This should include, at least, the reference of the samples, the description of the services requested, the identity of the applicant, the addresses of delivery of results and invoicing. In the event that the quote is not returned signed, it will be considered contractual upon receipt of the first sample. Any delay in the production of results cannot give rise to the customer's benefit for damages or cancellation of the order.

### 2. Samples

The content and identification of samples are the responsibility of customers. The laboratory will be able to advise the customer on packaging and shipping conditions. Samples are to be brought to the laboratory or sent by transporter and are under the responsibility of the customer. Transport costs are to be paid by the customer. The stability of the sample before arriving at the laboratory is the responsibility of the customer. Iodolab reserves the right to include on the report any information it deems necessary concerning the anomaly of routing and the consequences on the result or to refuse to carry out the analyzes on samples whose routing conditions would not meet the requirements. The laboratory emits no opinion or interpretation on reported results. The results of Iodolab tests do not trigger statement of compliance / non-compliance. The laboratory keeps samples 2 weeks after the date of analysis before destroying them, unless specifically requested by the customer.

### 3. Subcontracting

Iodolab does not subcontract analyzes that are part of its know-how. The usual subcontracting is duly indicated in the quotations and/or contracts and/or catalog of services and/or the website. In the case of temporary incapacity, some analyzes that cannot be carried out in the laboratory may be subcontracted. The customer is always informed of the decision to subcontract. The identity of the subcontractor is communicated to the customer on his request. Iodolab reserves the right to choose its subcontractors based on criteria of competence, notoriety, proximity, commercial relationship. Subcontracted analyzes are mentioned as such in the analysis reports with the symbol "S".

### 4. Customer information on carrying out analyzes under accreditation (accreditation n°1-5728, tests, scope available on [www.cofrac.fr](http://www.cofrac.fr))

The analyzes for which Iodolab is accredited are identified in the quotes / contracts / reports. However, laboratory work may exceptionally have discrepancies that affect the continuation of the analysis as part of the accreditation process. In this case the result will not be rendered under accreditation. When it appears on the analysis report, the Cofrac logo indicates that at least one analysis has been carried out under accreditation.

### 5. Confidentiality

The laboratory applies a strict principle of confidentiality to all information obtained or generated during its activities. The analysis reports are forwarded only to the persons designated by the customer. They are sent by e-mail to the address(es) of the recipient (s) you have mentioned. The customer agrees to notify Iodolab of any change in the e-mail address (es). The applicant for the analysis may nevertheless make a written and explicit request for an additional copy of the analysis report to be transmitted to a third party. The analysis reports in PDF format are protected allowing only reading and printing but in no case modification. Iodolab is authorized to use test data for statistical or research purposes unless explicitly requested by the customer. No data will be disseminated to levels not concerned by this service.

### 6. Provision of analysis reports on our website

In accordance with the requirements of NF EN ISO/CEI 17025, access to this data is subject to an agreement between the two parties. Iodolab makes it available to its customers, who request it, with a secure access to their own data via its website. This provision is made via a personal login and password guaranteeing exclusive access to user-specific data. It is the responsibility of all users to ensure that their access codes are not disclosed.

### 7. Rates

Our services are billed at the rate and conditions available at the date of the request, except if a quote is still valid. Prices are in euros and exclusive of VAT (20% if applicable). All invoices are payable in Marcy l'Etoile. Iodolab reserves the right to change prices at any time. However, it undertakes to invoice items at the price indicated at the time of receipt of the sample or in any other special written agreement. Rates are available on request.

### 8. Payment

The laboratory reserves the right to request a deposit when ordering. Invoices are payable upon receipt. We inform you that any late payment will result in the application of a penalty equal to three times the legal interest rate and a fixed compensation for recovery costs of 40 euros.

### 9. Quality assurance

The laboratory operates under a quality assurance system, according to the international standard NF EN ISO/CEI 17025 for testing laboratories. A "quality manual" describing the functioning and organization of the laboratory is available to customers. Similarly, they may, at their request, visit the laboratory.

### 10. Complaints

Customers are able to share their observations and their complaints with the laboratory. The latter are subject to registration which triggers, if needed, the implementation of corrective actions that shall subsequently be included in the continuous improvement process instigated by the quality assurance system. At any time, the customer can access our claim processing logigram.

### 11. Uncertainty measurements

Method uncertainties are available at the laboratory.