



# OLDCASTLE LABORATORIES LTD.

Cogan Street, Oldcastle, Co. Meath.  
 Tel: (049) 8541160 Fax: (049) 8541755  
 E-mail: info@oldcastlelabs.ie  
 Website Address: www.oldcastlelabs.ie

## SAMPLE SUBMISSION FORM/ CHAIN OF CUSTODY

*Please Complete all sections of this form and ensure Terms and Condition are signed on accompanying page.*

<b>Customer Name:</b>		<b>Sample Type:</b>	
<b>Address:</b>		<b>No. of Samples:</b>	
		<b>Delivery Method:</b>	
		<b>Date:</b>	
<b>Phone No:</b>		<b>PO Number:</b>	
<b>Fax:</b>		<b>Additional Info/ Reason for Testing:</b>	
<b>Email Address:</b>			
<b>Reporting Method:</b>	Email: <input type="checkbox"/> Post: <input type="checkbox"/>		

Sample Reference/ Customer Description		Analysis Required	Lab Reference (Lab Use Only)
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			



# Oldcastle Laboratories Ltd

## Terms & Conditions

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### 1. **Definitions:**

- OLL refers to OLL
- Customer refers to any business or individual that requests services provided by OLL.

### 2. **Conditions of Copyright:**

- The certificates of Analysis produced by OLL shall 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 OLL. The company reserves the right to refuse to provide a report for use in litigation.

### 3. **Laboratory Testing**

- OLL agrees to test the samples as per the company's documented test methods and within turnaround times stated. There are no guarantees of test times unless agreed in writing in advance.
- If a sample is received in an inappropriate or suboptimal testing condition, the client will be informed as soon as is possible and a repeat sample may be requested.
- Should the customer request additional testing to a sample, provided there is sufficient sample available, additional testing will be carried out and the charged as per current pricelist.
- OLL 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, labour dispute, strike or failure of electricity or any other causes which are outside the control of the business.
- If necessary OLL maintains a list of approved suppliers and has procedures in place whereby testing can be subcontracted out to one of these suppliers when in house testing cannot be carried out. In these cases, the client will be advised of the need to subcontract the tests and this will be clearly reflected on any certificates of analysis issued.
- OLL may retain any residual samples remaining after testing has been completed for future use internally within the laboratory. In such cases client confidentiality will be maintained at all times.
- Final results will be issued to the customer by written communication only (email, text, fax or post). Verbal results may be given over the phone but only to the initial customer who directed the laboratory to carry out the testing or a person nominated by that initial customer. All results issued over the phone should not be taken as the final result and will always be confirmed by written communication.

### 4. **Price & Payment**

- Price lists and quotations are available on request and are subject to change without prior notice.
- All fees are subject to VAT at prevailing rates.
- All new customers and non-account holders must accompany samples with payment before an order will be accepted.
- All accounts are payable 30 days from invoice date. OLL reserve the right to charge interest and shall pass on debt collection fees if agreed terms are not met.
- OLL reserves the right to withhold testing or results if account terms are not met.
- Any new accounts require two trade references and accounts will not be set up until satisfactory references have been received.
- All statements are sent on a monthly basis.
- OLL can terminate this contract at any stage by providing written notice, if you fail to pay any part of the price payable within the agreed terms.

### 5. **Confidentiality**

- OLL will endeavour to maintain information supplied by the customer in strict confidence for the duration of the service/s being provided.
- Testing results and other confidential information can only be discussed with the customer of the laboratory or a person nominated by the customer.
- The laboratory undertakes to dispose of obsolete records after 7 years in such a way as to preserve the clients confidential information at all times.
- With regard to notifiable diseases, the laboratory is legally obliged to report the results to the relevant authorities and in such cases the laboratory reserves the right to contact the relevant parties and bodies.

### 6. **Liabilities of OLL:**

- OLL shall carry out the services with reasonable care and skill but the customer acknowledges that it is in the nature of the service that total accuracy of results cannot be achieved. No warranty is given that the services are appropriate or sufficient for the client's intended purposes whether or not known to OLL.
- OLL cannot offer a warranty for services that have been subcontracted to an external laboratory, in respect of which the customer shall only be entitled to the benefit of any such warranty or guarantee as provided/offered by the subcontractor to OLL.

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## Customer Agreement

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I certify the testing requested and all other information is correct and I have read and accept the terms and conditions of the laboratory.

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_