



## **TERMS AND CONDITIONS**

### **CONFIDENTIALITY AND PRIVACY POLICY**

In accordance with the Personal Information Protection and Electronic Documents Act of Canada, all client information, sample information and testing results obtained by Central Testing Labs Ltd. will be held in strict confidence and will only be used for the purpose of communication with the client regarding the testing of samples unless (i) the client directs otherwise, (ii) this information is generally available to the public, or (iii) disclosure is compelled by law. If disclosure is compelled by law, Central Testing Labs Ltd. will use reasonable efforts to give the client prior written notice of any disclosure to be made.

### **SAMPLE TURNAROUND TIME**

All laboratory results will be reported within 10 business days of receipt of sample, unless for non-routine tests, which may require extended analysis time. Most routine analysis is available within 3 business days of receipt of sample. Samples designated as "RUSH" analysis may be subject to addition costs. Samples received by the Central Testing Labs Ltd. with incomplete or missing documentation will be held pending receipt of instruction from the client. This may affect the sample turnaround time.

### **ANALYTICAL RESULTS**

Reports of Analysis will be issued by email or facsimile. Reports may also be available by mail on request. Electronic data can also be forwarded in a format suitable to the client, at no additional charge, providing the request is reasonable and is within the capability of Central Testing Labs Ltd. electronic technology. Reports and analytical data will be retained for a period of 7 years from the date of reporting. An additional charge may apply for accessing data or reports.

### **SAMPLE RECEIPT / CUSTODY / STORAGE**

All samples submitted, as well as sample containers, become the property of Central Testing Labs and will be retained for a period of at least 30 days. Samples can be stored beyond the normal retention period at the client's request, which are subject to a storage surcharge. Return of samples and containers to the client may be done by written request only, and is at the discretion of Central Testing Labs Ltd.

### **SAMPLE ANALYSIS**

Wherever applicable, Central Testing Labs Ltd. will employ analytical methods that have been recognized by external bodies and are validated internally according to Central Testing Labs Ltd. Standard Operating Procedures. These external bodies may include AOAC, and AACC, among others. Central Testing Labs Ltd. reserves the right to refuse to perform analysis if Central Testing Labs Ltd. deems not to have the capability or resources required for the analysis. This decision can be based on the lab facilities, equipment and instrumentation, expertise, scheduling and capacity, and proper Quality Control specifications.

### **PRICING / PAYMENT**

Pricing may vary depending on the sample type and condition to be determined by Central Testing Labs Ltd. Central Testing Labs Ltd. requires payment for all services in advance of analysis unless the client has an account with the laboratory in good standing.