

INFORMATION FOR NEW COSTUMERS

Test services chart

Meaning of accreditation

The Laboratory has in place an agreement with ACCREDIA to protect the customer (accreditation number: 1337 L).

Accreditation is the formal recognition of the suitability of a laboratory to determine the characteristics of a product and / or material based on specific procedures.

ACCREDIA is the Italian body responsible for granting or withdrawing accreditation, at national level, of the test laboratories. ACCREDIA grants Accreditation to a Laboratory when it has verified the technical and managing competence in compliance with the requirements of the UNI CEI EN ISO / IEC 17025 and the ACCREDIA RT-08 document.

The ACCREDIA Mark can be reported by the Laboratory on the Test Report when the report contains at least the result of one accredited test performed by Lab4LIFE.

The Laboratory / Customer cannot place the ACCREDIA Mark, and any reference to the Accreditation, on a test sample on a product (or part of it) nor use it to underline a product certification. The Laboratory can report on commercial documents, promotional or advertising the ACCREDIA Mark or a reference to accreditation, using the "Accredited laboratory ACCREDIA N 1337 L".

Use of the Trademark, or any reference to accreditation on the documentation of the Laboratory above must comply with the provisions of the ACCREDIA RG-09 document.

The use of the Trademark on documentation other than the one mentioned above must be in advance authorized by ACCREDIA. The Laboratory can make general references to accreditation ensuring that the reference does not include non-accredited activities. The ACCREDIA Mark or any reference to accreditation is not used by the Laboratory in such a way as to create the impression that ACCREDIA accepts responsibility for the result of the test, or for any one opinion or interpretation that may derive from it, or that ACCREDIA gives approval to a sample test or to a product.

The Laboratory informs that the tests NOT accredited by ACCREDIA will be highlighted or through the placing of an asterisk next to the test itself (Ref. Test Reports), or inserting a "yes" or a "No" in the "Accredited Test" column (Ref. MOFF).

Samples conservation

Lab4LIFE will stores the non-perishable samples tested for a period of 1 month at room temperature after the end of the tests. Different conditions will be applied in the cases listed below.

SAMPLE	TYPE OF TEST	CONSERVATION TEMPERATURE	CONSERVATION PERIOD
Waters / swabs	Microbiological tests / Chemical tests	2-8°C	1 week
Medical devices	Biocompatibility tests	Room temperature / as specified in All.1 MORD storage temperature	1 year

In case of destructive analysis or that do not allow the repetition of the tests, sample will not be preserved as described above. When the quantity of sample supplied will exceeds the quantity actually required for the tests, the remaining sample will be stored as described above.

The return of the samples after the execution of the tests is only applicable upon explicit request of the Customer and must be agreed upon beginning the tests. In case of destructive analysis, it will not be



possible to proceed with the conservation / return of the sample. The costs for sending samples, including any return and / or disposal, are charged to the Customer.

Record keeping

Lab4LIFE keeps records of the original data related to the tests and copies of the test reports for a period of 15 years.

Sampling

If the sample / object tested has been collected by the Customer, the responsibility for sampling, transport conditions and packaging will be under the Customer's responsibility.

When requested by the Customer, sampling / collection and transport can be carried out by our technical staff. The Customer must guarantee the safety of our technicians on sites of sampling. Our staff has been trained to operate in compliance with the applicable worker safety laws.

Access to the laboratory during the tests

The laboratory grants to his Customers access to the laboratory facility under the following conditions:

- The Customer has to sign a declaration of commitment to comply with the internal safety procedures of the Laboratory and a commitment to confidentiality on the information he becomes aware of during his stay in the Laboratory;
- The Customer has to send an authorization request to the Laboratory Manager who will issue written authorization. Anyway, simultaneous test activities for different Customers will be allowed only under privacy conditions.

Delivery times and sending of results

Estimated delivery time are indicated in each price quotation, see MOFF module.

Test Reports are sent by e-mail with digital signature unless otherwise agreed with the Customer.

Cost per delivery of paper copies of Test Reports will be charged on Customer.

Partial duplication of test reports without the authorization of Lab4LIFE is prohibited

Re-issue of Test Report

Based on the provisions of the new requirements of the UNI CEI EN ISO / IEC 17025: 2018 standard in paragraph 7.8.8 which specifies:

"When it is necessary to modify, correct or reissue an already issued report, any modified information must be clearly identified and, where appropriate, the reason for the modification must also be included in the report",

Lab4LIFE indicates that if it is necessary to modify, correct or issue a Test Report already issued, the Test Report will be reissued with the addition of the word "bis" after the number of the Test Report, changes made will be underlined in italics, in the notes field the words "this Test Report deletes and replaces Test Report N° ... date dd / mm / yyyy" will be added. If Lab4LIFE deems it necessary to ensure better understanding and transparency of the changes made, in the notes field will be added the reason of the correction.

**Subcontract**

In case of subcontracting of accredited tests, the Laboratory will indicate in the test report, the identification of the test and / or the test phase performed in subcontract.

Lab4LIFE commitment is to identify the most qualified suppliers for this purpose. Lab4LIFE is liable to the Customer for subcontracted work except when the Client or the Regulatory Authority will specify which subcontracted entity is to be used

Privacy and obligation of confidentiality

The Laboratory Manager ensures that the confidentiality of the sensitive data relating to the tests and of the Customer is maintained.

In compliance with the provisions of the European Regulation Code regarding the protection of personal data (EU 2016/679), Lab4LIFE informs that the Customer's information will be collected in its database and used for the purposes of carrying out the activities related to this contract.

The collected data will be processed with manual or electronic tools. Lab4LIFE guarantees the security in the processing of data, and the commitment of non-disclosure to third parties.

With the signing of the order, the Customer authorizes Lab4LIFE S.r.l. to the processing of personal data.

The parties undertake not to disclose to third parties the documentation related to this contract and any other information that may be known during the contract; and this even after the termination for any reason of the same.

Each party undertakes to maintain a strict confidentiality, with respect to third parties, about the organizational structure of the other party.

Each party, in particular, will take all necessary precautions in order to safeguard the privacy and impose this obligation on its employees and / or collaborators, including those of third-party companies, prohibiting any abusive use of the information received.

Payments terms

For payment terms, please refer to the conditions set out in the offer.

In case of delay in payment, unless different and separate written agreement, will be debited default interest referred to in articles 4 and 5 D.Lgs. 231/2002.

Complaints and objections

Any complaints and objections by the Customer about the work of Lab4LIFE must be sent to the attention of the laboratory manager, written complaints shall contain a detailed description of the findings and exceptions.

Jurisdiction

Any dispute arising between the parties regarding the interpretation, execution or termination of the contract will be devolved to the jurisdiction of the Court of Bologna.