

**Food Quality Control Laboratory**

**(A NABL Accredited Lab)**  
**CUSTOMER AGREEMENT FORM**  
 (Job Request Form)

Job No:

Name & Address of User:	Payment details: Transaction ID:  Date:
Contact No.:	Amount payable (Including GST):
E-mail ID:	Date of supply:

**Job Description:**

1. Name of facility to be availed :
2. Sample name/code :
3. Nature of the sample :  
(State if item is perishable)
4. Number of sample(s) :
5. Source(sample collected from):
6. Whether toxic, corrosive, hygroscopic, radioactive, carcinogenic etc:
6. Solvent/Media (if used) :
7. Sample left after testing needs to be:    i) Stored            ii) Disposed        iii) Returned
8. Results to be submitted to :
9. Additional information :

**Test parameter and method to be adopted for testing:**

Sl.No.	Sample name/code	Test parameter	Method to be used

\*In case method is not mentioned standard AOAC/IS methods are used for testing all parameters.

**Terms and Conditions:**

- i). The FQCL reserves the right to refuse or accept any sample(s) for analysis and USER will be notified of any such decision.
- ii). Samples are generally analysed on a “first come first served” basis. FQCL aim to complete the analyses within one week from receipt of sample although, this may be affected by other factors including instrument availability, type of analyses requested etc. Requests for urgent analysis will be considered and may be subject to a surcharge. This will be discussed with USER’s prior to commencement of the analysis.
- iii). The analysis will only relate to the sample as received by the FQCL from USER.

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- iv). The USER must inform FQCL of any hazard relating to samples submitted for analysis. FQCL will hold USER responsible for any injury or illness that results from the handling of materials that are not clearly labelled as being of a hazardous nature.
- v). The USER shall designate in writing a person, who will act as USER's authorized representative with respect to FQCL's services to be performed. Such person shall have complete authority to transmit instructions, receive information and data, and to order, at FQCL's expense, additional services.
- vi). The USER shall not use, in any form or manner, and shall not disclose, in whole or in part, to any other party, FQCL's confidential information.
- vii). It is the policy of FQCL not to provide interpretations or opinions on results of analyses although will be prepared to discuss the facts contained in the analytical report.
- viii). Any report of results furnished by FQCL is furnished solely for the benefit of USER and any of its authorized representatives and shall be the confidential property of USER. Such report may not be distributed or reproduced excepted in full. The USER shall not at any time misrepresent the content of any report of other information received from or relating to FQCL or its work on behalf of USER.
- ix). Unless otherwise required by law, FQCL shall provide its report only to those persons or entities specifically designated in writing by USER or its authorized representatives.
- x). The USER shall give notice to, and consult with, FQCL prior to implementing a withdrawal or recall of products based on any final test results. However, any decision to recall or withdraw product based on final test results is USER's sole responsibility.
- xi). The USERS that request a re-test agree to pay additional fee if FQCL confirms original findings.
- xii). The prices for analysis are subject to change without notice, unless otherwise agreed in writing between FQCL and USER. The USER shall pay FQCL for services and expenses in accordance with FQCL's invoices which shall be paid within thirty (30) days of the date of invoice. Failure to make payments within thirty (30) days of the date of invoice shall be deemed an in event of default under this Agreement. If legal action or collection proceedings are necessary to enforce payment, USER shall be liable for FQCL's costs of collection, including collection agency and attorney's fees.
- xiii). FQCL will under no circumstances be liable to USER for any indirect or consequential damage suffered by user in any way arising from the testing service or USER's use of the test results.
- xiv). Samples submitted to FQCL for analysis will be retained for a maximum of thirty (30) days after the report of analysis is issued to USER.
- xv). The FQCL will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under a Contract that is caused by events outside our reasonable control like: strikes, civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war, fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster.

#I agree to the terms and conditions of the laboratory, and hereby authorise the laboratory to analyse my sample in accordance with the procedure agreed upon.

Signature of Customer

Date: