

1.0 Introduction and Scope

Animal Health Laboratories (AHL), part of the GD Group, operates under a Quality Management System accredited to ISO/IEC 17025 by the Irish National Accreditation Board (INAB) to ISO/IEC 17025 (Registration No. 305T). AHL undertakes all testing in accordance with defined procedures to ensure impartiality, accuracy, and confidentiality.

The specific tests listed in our Schedule of Accreditation can be seen here <https://www.animalhealthlabs.ie/our-company/accreditation-and-quality-system/>

Definitions

- **The Provider:** Animal Health Laboratories (Ireland) Ltd trading as Animal Health Laboratories (AHL).
- **Customer:** Any business or individual requesting services provided by AHL.

2.0 Impartiality and Confidentiality

AHL performs testing activities impartially and independently from commercial, financial, or personal influences that could affect the validity of results.

All information obtained or created during testing is treated as confidential and will not be disclosed without the client's written consent, except where required by law.

These obligations apply to all AHL employees, contractors, and subcontractors.

3.0 Review of Requests, Tenders and Contracts

Each request or order is reviewed to confirm that:

The client's requirements are clearly defined.

AHL has the necessary capability, equipment and accreditation.

Any deviation from agreed methods will be notified to and approved by the client.

If changes occur after acceptance, AHL will notify the client in writing and obtain confirmation before continuing.

Should a client request additional testing on an existing sample and sufficient material remains, such testing will be carried out and charged per the current price list.

4.0 Subcontracting

AHL may subcontract testing to external laboratories for certain test methods that are outside AHL's accredited scope of ISO/IEC 17025.

These routinely subcontracted tests are clearly identified on AHL's current product catalogue, website, and sample submission forms.

By submitting a sample for any such test, the client acknowledges and accepts that it may be performed by an approved subcontracted laboratory.

Where subcontracting relates to a test method that is within AHL's accredited scope, clients will be informed in advance and written consent obtained before testing proceeds.

All subcontracted laboratories are evaluated and approved by the Quality Manager and listed on the controlled *External Analysis Register (REG-25)*.

The following symbols are used on AHL reports to identify the status of testing and accreditation:

* ISO/IEC 17025 accredited test performed by AHL

^^ Test subcontracted to an external laboratory

AHL maintains overall responsibility for the validity and quality of all results, including those produced by approved subcontractors.

5.0 Test Methods and Validation

AHL uses validated and current test methods appropriate to the sample and test type.

Alternative or modified methods will be agreed with the client prior to use.

The latest revision of test interpretations is available through the secure online portal or upon request.

6.0 Samples, Transport, Retention and Disposal

Samples must be collected, labelled, and transported in accordance with AHL's submission guidelines.

Samples will be retained for 30 days after testing and then disposed of safely in accordance with regulations. The sample remains the property of the Provider unless otherwise agreed in writing before testing.

The Provider uses a third-party courier service and is not responsible for goods while in the courier's possession.

Routine testing turnaround times are stated in our test catalogues which are available on the providers website

<https://www.animalhealthlabs.ie/farm-services/all-tests/>

An Urgent Testing Service is available for all samples (minimum fee €10.00); please contact AHL directly to arrange.

If a sample is received in an inappropriate condition for testing, the client will be informed immediately or as soon as possible, and a repeat sample requested.

AHL is not responsible for post or packaging of incoming samples and advises clients to follow packaging guidelines on the website.

Residual samples may be used for research purposes; all client information will remain confidential.

7.0 Records and Data Retention

AHL retains all testing records, results and associated data for a minimum of 7 years unless otherwise agreed.

Electronic records are secured against unauthorised access, alteration, or loss. The Provider may retain information gathered from testing and use such information without limitations, while maintaining client confidentiality.

8.0 Reporting and Use of Accreditation Mark

Reports clearly indicate which results are within AHL's ISO/IEC 17025 scope of accreditation and which are not.

No verbal results will be issued by telephone. Results are available via the secure online system or emailed. Hard copies of reports can also be provided on request these may incur a postage fee. The INAB logo and registration number may be used only in connection with reports containing accredited results, in accordance with INAB PRP 10 policy.

The following symbol appears on all reports to indicate test and accreditation status:

(*) ISO/IEC 17025 accredited test performed by AHL

Up-to-date accreditation and testing approval details are available on <https://www.animalhealthlabs.ie/our-company/accreditation-and-quality-system/>

AHL is a designated testing laboratory for the National Compulsory BVD Eradication Programme - see www.animalhealthireland.ie

9.0 Non-Conforming Work and Corrections

If AHL identifies any error or non-conforming work after a report has been issued, affected clients will be promptly notified and corrected reports issued where necessary.

10.0 Complaints and Appeals

The laboratory operates a documented procedure for the handling of complaints and appeals, in accordance with ISO/IEC 17025 requirements. A summary of this procedure is available upon request.

11.0 Price and Payment

Price Lists are available on our website, catalogues and other media, and are subject to change without prior notice. If the price on the website at the time of order differs from the actual price, the client will be notified immediately to confirm whether they wish to proceed.

All fees are subject to VAT at the prevailing rate.

All new customers and non-account holders must accompany samples with payment before an order will be accepted.

All accounts are payable 30 days end of month. The Provider reserves the right to charge interest and pass on debt-collection fees if agreed terms are not met.

The Provider may withhold testing or results if account terms are not met.

Any new accounts require two trade references.

All statements are sent monthly.

The Provider may terminate this contract by written notice if you fail to pay any part of the price within agreed terms.

Underpaid post incurs €3.40 per package which will be applied to the customer's BVD charge.

Empty BVD samples are charged at normal testing cost.

No credit is given for BVD testing; all samples must be paid for in advance. Unpaid samples are held until payment is received.

We encourage all BVD customers to maintain a credit balance prior to submitting samples.

12.0 Confidentiality

Confidential Information includes any non-public information (electronic or otherwise) which the parties intend to keep secret or have identified as confidential.

Clients have access to a secure, confidential AHL online login.

In the event of a notifiable disease confirmation, the Provider shall notify the relevant authorities in accordance with S.I. No. 130/2020 – Animal Health (Notification and Control of Animal Diseases) Regulations 2020. AHL is committed to operating impartially and shall not allow commercial, financial, or other pressures to compromise impartiality.

13.0 Limitation of Liability

Results apply only to the samples received. AHL is not responsible for sampling errors, transport conditions, or interpretation beyond the reported results.

The Provider's total liability shall not exceed €10,000 in any individual case.

14.0 Force Majeure

AHL shall not be liable for delays or non-performance caused by events beyond its reasonable control, including natural disasters, government actions, labour disputes, or service interruptions.

15.0 Governing Law

These Terms and Conditions are governed by and construed in accordance with the laws of Ireland.