
General Conditions of Service

Feed First Analytical Services (hereafter referred to as “the Laboratory”), adds an Analytical component to our Feed Formulation and Consultancy Services, by providing a service that assists our clients with tailor-made and quality packages, offering solutions to use the analytical results in the most effective way.

The highly skilled technical team offers added value with the interpretation of analytical results.

Obligations of the Client

Samples

Accurate and complete capturing of samples on the Feed First online portal as set out in the Feed First Laboratory user guide.

The Laboratory will not be liable for any error, omission or inaccuracy in the reports or certificates due to erroneous or incomplete information supplied on the sample submission form.

Clients are encouraged to carefully study the user guide, and to capture the samples accurately. Please distinguish between Supplier (Trader) and Origin (Crushing plant, silo, flour mill etc).

Samples are clearly identifiable and labelled with the bar-coded label generated from the online portal, utilising a bar-coded printer or printing on A4 paper, cutting, and pasting label with cello tape on the sample(s)

Minimum sample size required: 750g solid sample, 2000ml liquid for water analyses and 200ml for microbial analyses.

A hardcopy of the sample submission form, reflecting the purchase order number, must accompany all sample(s).

Samples to be packaged securely in Ziplock bags and suitable packaging used to ship the samples to the laboratory for analyses.

Obligations of the Laboratory:

Condition of the samples upon arrival at the laboratory

The sample packaging shall be inspected for breakages, tears, holes, spills, or other factors that may compromise the integrity of the sample(s). If any of these factors occur, the laboratory shall communicate this to the customer and request another sample. If the customer is unable to submit another sample and wish to carry on with the analysis, this must be communicated to the laboratory in writing.



Outsourcing of analysis

Feed First Analytical Services reserves the right to outsource analyses to approved capable laboratories based on ISO 17025 accreditation as far as possible, analytical turnaround time, cost, reliability, and accuracy of results.

Quality

The Laboratory shall ensure to the best of our ability, the integrity of the sample(s) remain intact from receipt of the sample(s) until the final certificate of analysis is reported.

The Laboratory shall ensure to the best of our ability that efficient, accurate results are reported, and are within acceptable limits.

Turnaround times (TAT)

Analysis turnaround times are calculated from the date of receipt at the laboratory.

The standard turnaround time is 5-7 working days (excluding public holidays) and may be extended to 10 working days for re-tests.

The following batch analyses TAT may extend to 12 working days: Malondialdehyde, medications, biogenic amines, ADF, NDF, phytase, sulphur (microwave digestion) and total volatile base nitrogen.

Should the Laboratory encounter any problems (instrument breakdown, chemical supply delays, labour unrest etc.) the turnaround time shall be extended to accommodate such problems. The Client will be notified of any delays.

Urgent analyses are subject to penalty fees. Contact the Laboratory to confirm the cost and turnaround time.

Storage of samples:

Retention samples will be retained for two months after completion of analyses before being discarded unless written instructions are received from the Client.

Interpretation of results upon request

Interpretation of results can be requested at an additional cost for external clients (non-contract clients).

Reporting of results

Results shall be reported electronically in PDF format.

The Client may export the historic data from the online portal in excel format for their intended use, but the PDF format shall be considered as the original unaltered report in any dispute.



Any wider use of the reported results is undertaken at the Clients own risk and does not bind Feed First Analytical Services in any way.

The results in the report or certificate of analysis, issued by the laboratory, only pertain to the sample(s) received and the information provided on the sample submission form.

Reports or certificates of analysis issued by the Laboratory are intended for the exclusive use of the Customer and shall not be published, used for advertising purposes, copied, or replicated for distribution to any person or entity or otherwise publicly disclosed without the prior written consent of the Laboratory.

Charges and Payment Terms:

Feed First Analytical Services reserves the right to adjust test prices and the exchange rates of the international courier fees without prior notice.

COD: The Client would like to make use of the Laboratory Services; the client needs to pay the **quotation** in full before the analyses commences.

15 days: Where the Client is an existing customer, the Client needs to make full payment 15 days from invoice date.

30 days: Where a credit facility has been granted to the Client, payment shall be made within 30 days from the date of the monthly statement.

Confidentiality

All analyses are undertaken in good faith, to a reasonable standard of care and on a confidential basis.

Unless required by law, neither parties shall disclose the other's confidential information to any person or entity except as expressly provided for herein.

Disclaimer

The report or certificate of analysis covers the sample(s) submitted and does not guarantee the composition of the bulk of the material from which the sample was drawn. Whilst every care is taken to ensure the accuracy of all analyses undertaken by the laboratory, Feed First Analytical Services accepts no responsibility for losses, claims or litigation arising from the use or sale of the analytical results of the sample(s) analysed.

Under no circumstances shall Feed First Laboratory Services be responsible for the Client's losses, consequential or otherwise.

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Subject to change and revision.

