ANALYSES REQUEST FORM

Customer (Mr.):		Dep./Firm, address:
Dep./Firm for Invoice (if different from Customer):		VAT Identification Number:
TAX code:	Phone:	E-mail:

Samples delivery address: Via di Corticella n. 133 Bologna 40128

Your Sample Code (traceability)	***Type of requested analysis***	***Sample quantity (Indicate approximate weight of the sample in grams, ONLY IN CASE OF NON-COMMERCIAL SAMPLES)***	***Do you request a DECLARATION OF CONFORMITY? (if YES indicate the reference to the technical document or reference legislative document)***	***Laboratory Code*** *(do not fill out)*

☐ ***In the case of honey, I declare that the product sent is edible. If this box is not ticked, the sensory analysis and the analysis for the determination of the botanical origin cannot be performed***

Notes to be returned to the laboratory:

Date ……

Customer signature ……..……

☐ ***I have read the conditions of analytical service of laboratory as reported on page 2 of this form***

The samples can be taken in charge only if you have signed the acceptance of the supply conditions.

SEND ONLY PAGE 1 OF THIS FORM

GENERAL TERMS AND CONDITIONS OF SERVICES

The Laboratory API of CREA AA is accredited by ACCREDIA (n° accreditation 0196). The Accreditation is in compliance with UNI CEI EN ISO/IEC 17025 standard. The agreement between ACCREDIA and Laboratory API of CREA-AA can be viewed at the request of the Customer.

The mark or reference to the accreditation shall not be used by customers in the documentation concerning a product, unless it is included a copy of the test report.

The tests accredited in the latest revision in force can be identified on the website www.accredia.it, by looking for the API laboratory in the "databases" section with the accreditation number 0196.

The results contained in the Test Reports issued by the Laboratory are related only to the samples submitted for analyses.

Analyses request

The service must be requested by written procedure, preferably using the appropriate form (MOD.11) supplied by the Laboratory or available on www.crea.gov.it website. In any case, the tests to be performed on the provided samples should be indicated in a clear and unambiguous manner. To ensure the correct identification of the tests, it is recommended to require the list of the analyses to laboratory by e-mail and indicate in the request form the internal code of analysis.

The Laboratory applies the methods of analysis in the latest updated revision except for written and motivated requests from the customer, which the Laboratory will evaluate whether to accept or not.

It is also recommended to indicate in the request any information useful for the successful relationship. The shipment costs must be covered by the customer, and the laboratory cannot anticipate them and has no carrier agreements in use.

The sending of samples means the acceptance of the conditions described here.

Instructions for the preparation of the samples to be sent to the Laboratory

Each sample sent to the laboratory must be uniquely identified, through marking with a code or/and a brief description.

The quantity of the sample must be enough to execute the requested analysis and to re-analyze the samples in case of necessity. The quantity according to the matrix and analysis is reported below:

Honey ……250 g
Wax* ……..25 g
Royal jelly……15 g
Pollen……..15 g
Bees for residual analysis……...n. 250
Bees for palynological analysis…….. n. 250
Bees for biometric analysis……..n. 50

* in case of a piece of comb provided for the analysis instead of extracted wax, a minimum quantity of ¼ of nest comb is necessary. Deviations from the quantities mentioned above must be agreed with the Laboratory.

The honey samples must be placed in clean and hermetically sealed jars. Furthermore, we also recommend that you carefully pack the jar to avoid breakages and leaks. If sensory analysis of honey is required, the samples must contain at least 250 g of honey, must be edible and packaged in separate jars from those assigned for other tests. Likewise, if botanical origin is required, honey samples must be edible, because this analysis includes sensory analysis conducted by experienced tasters.

The bee samples to be sent to the laboratory for the determination of the cause of death must be represented by at least 250 bees. We recommend clearing the sample from soil or grass to avoid contaminations. Before delivery to the laboratory, the matrices must be stored at low temperatures and protected from light, to avoid microbiological decomposition processes and degradation of the active ingredients. It is advisable to deliver the samples in containers equipped with ice-packs to maintain low temperatures. Furthermore, the packaging of the samples must be carried out with air permeable material (e.g., cardboard or wood) to avoid the development of mold.

For determination of honey bee subspecies of a colony via morphometric analyses, a sample of about fifty young bees (suggestion is to collect them from central area of the hive nest). Bees should be placed in 95-grade ethyl alcohol in leak-proof containers.

Analyses timing

The normal time for delivery of results is 15 working days from the date of arrival of the sample. The delivery times of the analytical results may vary due to technical reasons or force majeure. However, it is the Laboratory's responsibility to promptly inform you of any delay with respect to the established or agreed terms.

Storage of samples and raw data from the Laboratory

The analysed samples are kept in the laboratory for 3 months in adequate conditions in order to allow the repetition of the analyses, should such a necessity occur. After this period the samples are eliminated unless the customer requests their restitution. The raw data, chromatographic traces and test reports are stored for 10 years.

Confidentiality

The API Laboratory is committed to guaranteeing complete confidentiality to the customer, on behalf of itself and its collaborators, on all results, information, products and whatever else will derive from the activities covered by this contract and not to disclose the aforementioned information to third parties, if not with the explicit written authorization of the customer, except when a judicial authority or a competent authority requests such information or in the event of an inspection.

Reports

The Test reports will be sent in pdf format and digitally signed. The authenticity of the digital signature may be verified following the instructions you will receive with the test report.

The Laboratory does not subcontract accredited tests to third parties, except in extraordinary cases that temporarily limit the operation of the laboratory. In any case, the customer will be informed in writing the API Laboratory is responsible for the subcontracted test data. The API laboratory test report will be sent to the customer along with the subcontractor laboratory test report.

The declarations of conformity / non-conformity with respect to a legal limit are returned to the test report only at the request of the customer. The customer must indicate in the request for analysis the decision rule that the Laboratory should use to return such declarations. Otherwise, where applicable, the Laboratory applies what is defined in the SANTE document “guidelines of the European Commission on health and food safety” in the latest revision available.

Unlike those methods in which there is no reference regulatory document, the Laboratory adopts the following rule:

- if a maximum limit not to be exceeded is exceeded, a result is considered compliant which, subtracted from the expanded measurement uncertainty (U), is less than or equal to the maximum allowed limit.
- in cases where a minimum limit to be exceeded is not exceeded, a result is considered compliant which, added to the expanded measurement uncertainty (U), is greater than or equal to the minimum allowed limit.

The risk level assumed is 97.5%. If the customer requests a declaration of conformity with a risk level different from that indicated by the Laboratory, he must indicate this the request form.

This Agreement and the Proposal shall be governed under the Italian law. The parties agree about the exclusive jurisdiction of the Bologna Court in respect of any dispute or claim arising out of or in connection with this Agreement (including any non-contractual claim relating to the provision of the Services in accordance with this Agreement).

The processing of data concerning samples analyzed on behalf of customers is carried out in compliance with the provisions of Legislative Decree 196/2003 (Articles 23 and 130) as amended by Legislative Decree 101/2018 and in compliance with EU Reg. 2016/679 o GDPR (articles 7) and is carried out to fulfill the pre-contractual and contractual obligations of the service provided (sending test reports and sending invoices) and tax obligations. The Data Protection Officer is CREA and can be contacted at the email address: responsibleprotezionedati@crea.gov.it. The modification or cancellation of data may be requested in writing by writing to laboratorio.api@crea.gov.it.

Charges, invoicing and payment

The list of analyses, available on the crea website (https://www.crea.gov.it/web/agricoltura-e-ambiente/servizi) or to be requested from the laboratory, report the cost, net of VAT, of the analytical determinations per sample. The cost of analyses not included in the list is established by the laboratory on the basis of the equipment used, the materials and the required execution times.

Payment: 30 days end of month by bank transfer. At the end of the analyses, you will be sent a document with the total costs of the service and instructions on how to make the payment (bank transfer code, reason to indicate in the transfer). Please send the payment slip to laboratorio.api@crea.gov.it. Once payment is received, the administrative offices will issue an invoice. Different payment conditions must be agreed in writing with the laboratory. If you need to indicate specific information on the invoice, report it in the analysis request form.

Complaints

you could send an e-mail to the address laboratorio.api [at] crea.gov.it for warning, complaints. We recommend you describe in detail the cause of the complaint and indicate suggestions for improvement of our service. Your complaint will be handled by the laboratory, and you will be informed about the handling of the complaint. With each complaint you will receive a communication with the reasons for accepting or rejecting the complaint. If the complaint is accepted, you will be informed about the activities that will be developed to resolve the complaint. It is important that the laboratory has feedback of the work carried out and for this reason the laboratory will annually submit an exploratory questionnaire on the degree of satisfaction of the analytical service. The negative evaluations that emerge from the questionnaires will be treated by the laboratory as a complaint and you will be informed about their management.