
AptiLab Proficiency Testing Program

2023 Registration Form and Service Agreement

Invest in your lab's excellence



CONTACT

AptiLab Services
555 boul. des Anciens Combattants,
Sainte-Anne-de-Bellevue, QC, H9X 3R4
Telephone: 514-459-3030
contact@artilab.ca

Services provided by Lactanet

For **any questions or concerns** regarding our Proficiency Testing programs, such as shipping, sample condition on reception, data entry, reports, etc., please **contact us at:**

contact@aptilab.ca or 514-459-3030 x0716

Jean-Philippe Angers: Team Leader for data entry, results, reports, and report release

Christa Deacon: Team Leader for production, billing, and shipping of kits

AptiLab offers Proficiency Testing services (the "Services") to evaluate the performance of participants against pre-established criteria by means of inter-laboratory comparisons. The description of the Services and other terms and conditions relating to the Services are set out in the document entitled "AptiLab Services Proficiency Testing Schemes Current Protocol" (the "Protocol"), which forms part of this Agreement. The Protocol can be viewed on the AptiLab website by clicking on the following link: <https://www.aptilab.ca/>

Please read this Agreement and the Protocol carefully. By signing the attached registration form, you agree to all the terms and conditions of this Agreement and the Protocol.

Duration of the Agreement

This Agreement shall take effect on the date AptiLab sends an email accepting the Participant's registration and shall terminate on December 31, 2023.

Registration Procedure

In order to register for services for the year 2023, you must complete the attached form and return it to AptiLab by email at contact@aptilab.ca no later than November 30th, 2022.

Cost of Services

The prices of the Proficiency Test kits will be made available upon request.

The cost of services, plus any applicable taxes, must be paid in full at the time of registration.

Cancellation Policy

Participants may terminate services by sending written notice to AptiLab at contact@aptilab.ca. In case of cancellation of services by the Participant, no refund will be granted by AptiLab. To this effect, the parties expressly agree to exclude the application of Article 2129 of the Civil Code of Quebec.

If AptiLab is forced to terminate the services for reasons not attributable to the Participant, AptiLab will reimburse the full cost of the services paid by the Participant for any services not rendered by AptiLab.

Sample Reception Procedures

Participants are requested to verify the package contents upon receipt and to contact AptiLab at contact@aptilab.ca without delay in case of any issues with the condition of the test material (labelling error, damaged bottles, spoiled milk and/or cheese, etc.). AptiLab will, if possible, replace the kit. In case of mishandling of the packages or negligence, the Participant will be charged for the new kit.

If packages are received damaged, photographic evidence must be provided to facilitate related investigations. A refund or credit may be issued to the Participant if the investigation shows that AptiLab was at fault. The investigation report issued by AptiLab may be shared with the claimant upon request.

Limitation of Liability

Because AptiLab cannot verify that samples have been stored by the Participant in accordance with applicable guidelines, and because AptiLab cannot verify the accuracy of test data entered by the Participant into the PROLab software, the parties agree that AptiLab shall not be liable for the results of the services rendered.

In addition, AptiLab does not own the PROLab software used in connection with the Services and the parties agree that AptiLab shall not be liable for any failure of such software or for any damages that may be caused by it.

At no time shall AptiLab's liability exceed the cost of services paid by the Participant for services rendered during the year in question.

Assignment

Neither party to this Agreement may assign this Agreement without the prior consent of the other party.

Scope of Agreement

This Agreement, including the Memorandum, constitutes the entire agreement between the parties and supersedes any prior agreement regarding the services to be rendered in 2023. This Agreement may only be amended in writing signed by authorized representatives of each party.

Applicable Law and Jurisdiction

This Agreement is governed by the laws in force in the province of Quebec. Any dispute relating to this Agreement including the services to be rendered by AptiLab shall be submitted to the exclusive jurisdiction of the courts sitting in and for the district of Montreal, Quebec.

Contents of this document last reviewed in September of 2022

Enrollment Form

In signing the enrollment form in the name of and on behalf of the identified participating company, the Participant identified in the enrollment form confirms:

- Participation in each of the selected programs for six (6) Proficiency Tests scheduled during the 2023 year, and
- Agrees to all of the terms and conditions outlined in the Agreement and Protocol

Signature of Authorized Person: _____

Name (*printed*): _____

Job Title or Position: _____

Company or Institution: _____

Date (*dd/mm/yyyy*): _____

Company: (the "Participant")	
Primary contact person:	
Email (primary): Email (secondary, if applicable):	
Phone:	
Kit delivery address:	
Billing address: (if different than delivery address)	

Order Form

Participant (as identified on Enrollment Form): _____

Date (dd/mm/yyyy): _____

PT Program	Number of Kits
Raw Milk - Composition (Fat, true protein, lactose, total solids. and urea)	
Raw Milk - Composition (Fatty acids*)	
Raw Milk-Composition (BHB*)	
Processed Milk (Fat, crude protein, lactose, and total solids)	
Cream (Fat, crude protein, and total solids)	
Cheese (Fat, crude protein, and moisture)	
Raw Milk - Quality (Bacteria and freezing point)	
Raw Milk - Quality (Cell count)	
Raw Milk - Quality (Antibiotic screening)	

*non-accredited methods

Shipping dates of selected kits will be confirmed following order reception. For questions, comments, or concerns, please contact our team via:

Email: contact@aptilab.ca

Telephone: 514-459-3030 x0716