This part will be filled by the client, after being filled it can be either delivered by hand or by email to [erzurum.hsl@saglik.gov.tr](mailto:erzurum.hsl@saglik.gov.tr) or faxed to +90 442 234 28 88.

|  |  |  |  |
| --- | --- | --- | --- |
| **Name of the Company/Person:** |  | | |
| **Address:** |  | | |
| **Phone:** |  | | |
| **Fax:** |  | | |
| **E-mail:** |  | | |
| **Name of the Sample:** |  | | |
| **Requested Analysis:** |  | | |
| **Language of the Report** | **Turkish( )** | **English( )** | **German( )** |
| **Way of delivery** | **By hand( )** | **Mail( )** | **E-mail( )** |
| **Type of packaging/amount: Sterile PE/PP Plastic Bottle Water Sample Container**  **Other (…………………..)** | | | |
| **Type to be fetched: Room temperature Cold chain Other (…………)** | | | |
| **Requests of the Client:** | | | |
| **Is the residual of the sample requested back? Yes No** | | | |
| **Explanation:** |  | | |

**Service Contract:**

**1**. Sample will be approved according to the sample approval criteria which are mentioned on the web site of the provincial directorate of health of Erzurum Public Health Laboratory. If it is not brought appropriate to the conditions of the sample approval criteria instructions, under the condition of being mentioned in the report and in accordance with the request of client, the provisional approval procedure will be applied.

**2**. Objection and recommendation of the client will be made via F 4.8-01 on the web site of the provincial directorate of health of Erzurum Public Health Laboratory to erzurum.hsl@saglik.gov.tr or suggestion box of the lab. The client will be informed about the process of objection.

**3.** If the client or its representative request a method which is not mentioned in the form, the request is evaluated in accordance with the resources of laboratory. Analyse does not begin without the agreement with the client.

**4.** In case of deviance from the committed conditions, client will be informed written or orally. If client does not approve, the procedure is ceased.

**5.** Any deviance which will affect the validity of the result is mentioned in the report as a statement of renounce.

**6**. Client or its representative can watch the analysis of his or her sample in the custody of the lab personnel.

**7.** The sample and containers which are not reclaimed by the client are annihilated after the reporting date. If it is reclaimed, it is returned after the reporting date. The sample and containers which are not taken 5 days after the reporting date will be annihilated.

**8.** In case the client does not bring an arbitration sample with the original one while requesting, the client will approve and commit that he or she will not object the results of analysis.

**9.** The information about the sample is based on the statement of the client. It is not under the responsibility of the laboratory.

**10.** Laboratory is responsible for the confidentiality of the client information and security. Reports are sent to the contact addresses which are mentioned in the request forms or request documents. Report requests which are requested after completion must be made written and signed. Requests by phone call are invalid.

**11.** The clients who request different analysis method with declaration of conformity of analysis reports which has measurement of uncertainty and decision rule should be mentioned in the client request part.

**12.** The price of the analysis is billed according the manual of analysis prices of the general management of the Turkish Public Health.

**13.** The laboratory informs the client about the information in the cases which are enforced by law or being authorized by the contract, unless this is not prohibited by law.

Herein this contract is issued between Erzurum Public Health Laboratory and the one who delivers the sample /client on …………. as 2 copies and the one who delivers sample /client who has a sign under the sample approves and commits to be informed about the methods which are used and price and takes one of the copies. Yet, for the sample which are sent by cargo, mail, courier with his or her own institution/person petition are considered to be signed.

**Interviews with the client (if exists any):**

**Note:**

1 The name of Erzurum Public Health Laboratory/ Erzurum Provincial Directorate of Health are not used in the test and analysis results for advertisement.

2. Results of measurement are not used for which is meant to be approved the aforementioned product by Erzurum Public Health Laboratory/ Erzurum Provincial Directorate of Health.

3. For the ones who do not obey these terms judicial remedy will be carried out.

4- Analysis methods and prices are available on (<http://erzurumhsl.saglik.gov.tr/TR,58867/dokumantasyon.html>)

Deliverer of the Sample/Client Recipient the Sample