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**AptiLab** Proficiency Testing Program

# 2023 Registration Form and Service Agreement

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Invest in your lab's excellence



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## CONTACT

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

Services provided by Lactanet

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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](mailto:contact@aptilab.ca) or 514-459-3030 x7717

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**Jean-Philippe Angers:** Lab Manager responsible for the Aptilab program and Aptilab Hub website

**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 or visiting 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.

## 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](mailto:contact@aptilab.ca) at **least one month before the date of the selected round** (see calendar). To meet the select criteria for ISO 17025 accreditation, participation in all rounds of the year is required.

## 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 after each participation.

## Cancellation Policy

Participants may terminate services by sending written notice to AptiLab at [contact@aptilab.ca](mailto: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](mailto: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 determines 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 January of 2023.

# 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 the selected round (A minimum of 6 participants is required to offer the round on each of the projected dates), and
- Agreement to all 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*): \_\_\_\_\_

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

# Order Form

Participant (as identified on Enrollment Form): \_\_\_\_\_

PT Program	Minimum Annual Participations	Number of kits	Shipping Dates 2023
<b>Raw Milk – Composition</b> 10 samples (fat, true protein, lactose, total solids, urea and BHB*)	6		January 11 March 15 May 10 July 12 September 13 November 8
<b>Raw Milk – FA Composition</b> 5 samples (fatty acid profile*)	6		
<b>Raw Milk – SCC</b> 5 samples (Somatic Cell Count)	6		
<b>Raw Milk – Partial Kit</b> 5 samples – non-accredited profiles (fat, true protein, lactose, total solids, urea and BHB*)	1		
<b>Processed Milk** – Partial Kit</b> 5 samples – non-accredited profiles (fat, crude protein, lactose and total solids)	1		
<b>Raw + Processed Combined Kit</b> 5 + 5 samples – non-accredited profiles (Raw: fat, true protein, lactose, total solids, urea and BHB*) (Processed: fat, crude protein, lactose and total solids)	1		
<b>Cheese**</b> 4 samples (fat, crude protein and moisture)	1		January 24 March 28 May 24 July 25 September 26 November 21
<b>Processed Cream**</b> 4 samples (fat, crude protein and total solids)	1		February 14 April 12 June 13 August 8 October 11 December 5
<b>Raw Cream – High Fat**</b> 4 samples (fat, crude protein and total solids)	1		
<b>Raw Milk – Quality – Full Kit</b> (all three below, 18 samples)	6		February 6 April 3 June 5 August 14 October 2 December 11
<b>Raw Milk – Quality 1</b> 6 samples (freezing point)	6		
<b>Raw Milk – Quality 2</b> 6 samples (bacteria)	6		
<b>Raw Milk – Quality 3</b> 6 samples (antibiotic screening)	6		

\*Fatty acids and BHB analysis use non-accredited methods

\*\*minimum of 6 (six) participants is required to offer the round on each of the projected dates.

Shipping dates of selected kits will be confirmed following order reception.

For questions regarding proficiency testing programs, such as sample status, shipping, data entry, reporting, etc., please contact:

**Jean-Philippe Angers:** Reference Laboratory Manager in charge of the AptiLab program and AptiLab Hub website

**Christa Deacon:** Team Leader in charge of client orders, kit production, shipping, and billing

And coordinate comments, complaints and results calls with your supervisors/staff and submit them via:

Email: [contact@aptilab.ca](mailto:contact@aptilab.ca) Telephone: 514-459-3030 x7717