
AptiLab Proficiency Testing Program

2024 Registration Form and Service Agreement

Invest in your lab's excellence



CONTACT

AptiLab Services
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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 x7717

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 2024 year, you must complete the attached form and return it to AptiLab by email at contact@aptilab.ca at **least two weeks before the date of the selected round** (verify with our calendar).

Cost of Services

The prices of the Proficiency Testing kits are provided in Appendix 1.

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. 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 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 AptiLab HUB, 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 2024. This Agreement may only be amended in writing signed by authorized representatives of **each** party.

Limits to ISO Accreditation

To meet the **ISO 17025** accreditation requirements, participation in **all** rounds of the year is mandatory.

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 November of 2023.

Enrollment Form

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

- Participation in the selected round (to meet the ISO 17025 accreditation requirements, participation in **all rounds** of the year is mandatory)
- Agreement to all the terms and conditions outlined in this Agreement and in the Protocol

Authorized Person (*signature*): _____

Name (*printed*): _____

Job Title or Position: _____

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)	
Purchase order details: (if applicable)	

Order Form

Participant/Company (as identified on Enrollment Form): _____

TO MEET THE ISO 17025 ACCREDITATION REQUIREMENTS, PARTICIPATION IN ALL ROUNDS OF THE YEAR IS MANDATORY.

Proficiency Testing Program	Samples per set	Number of sample sets required per month	Minimum annual participations for ISO 17025	2024 Projected Shipping Dates Please select required rounds
Raw Milk – Composition (Fat, true protein, lactose, total solids, urea and BHB*)	10		6	<input type="checkbox"/> January 10 <input type="checkbox"/> March 13 <input type="checkbox"/> May 15 <input type="checkbox"/> July 10 <input type="checkbox"/> September 11 <input type="checkbox"/> November 13
Raw Milk – Fatty Acid Composition (Fatty Acid profile*)	5		6	
Raw Milk – SCC (Somatic Cell Count)	5		6	
Raw Milk – Composition – Partial Kit <i>Non-accredited profiles only</i> (Fat, true protein, lactose, total solids, urea and BHB*)	5 (half-set)		1	
Processed Milk** (Fat, crude protein, lactose and total solids)	5		1	
Raw + Processed Combined Kit (Raw: fat, true protein, lactose, total solids, urea and BHB*) (Processed: fat, crude protein, lactose and total solids)	5 + 5		1	
Cheese** (Fat, crude protein and moisture)	4		1	<input type="checkbox"/> February 19 <input type="checkbox"/> April 15 <input type="checkbox"/> June 17 <input type="checkbox"/> August 19 <input type="checkbox"/> October 15 <input type="checkbox"/> December 16
Processed Cream** (Fat, crude protein and total solids)	4		1	<input type="checkbox"/> February 12 <input type="checkbox"/> April 8 <input type="checkbox"/> June 10 <input type="checkbox"/> August 12 <input type="checkbox"/> October 17 <input type="checkbox"/> December 2
Raw Cream – High Fat** (Fat, crude protein and total solids)	4		1	<input type="checkbox"/> February 26 <input type="checkbox"/> April 29 <input type="checkbox"/> June 25 <input type="checkbox"/> August 26 <input type="checkbox"/> October 21 <input type="checkbox"/> December 9
Raw Milk – Quality–Full Kit <i>1 kit of each of below</i>	18 total 6 samples of each of the below		6	<input type="checkbox"/> February 26 <input type="checkbox"/> April 29 <input type="checkbox"/> June 25 <input type="checkbox"/> August 26 <input type="checkbox"/> October 21 <input type="checkbox"/> December 9
Raw Milk – Freezing Point	6		6	
Raw Milk – Bacteria	6		6	
Raw Milk – Antibiotic Residues	6		6	

*Fatty acids and BHB analysis use non-accredited methods

**Minimum of 6 (six) participants per round is required to offer complete statistical analysis.

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

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

Email: contact@aptilab.ca **Telephone:** 514-459-3030 x7717

For more complicated 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.

Thank you for choosing AptiLab for your dairy PT needs. We look forward to working with you!

Appendix I: Proficiency Testing Price List 2024

Proficiency Testing Program	Samples per set	Price per set per round
Raw Milk – Composition (Fat, true protein, lactose, total solids, urea and BHB*)	10	\$236.25 base cost + \$50/additional set
Raw Milk – Fatty Acid Composition (Fatty Acid profile*)	5	\$367.50
Raw Milk – SCC (Somatic Cell Count)	5	\$110.25
Raw Milk – Composition – Partial Kit <i>Non-accredited profiles only</i> (Fat, true protein, lactose, total solids, urea and BHB*)	5 (half-set)	\$175.00
Processed Milk** (Fat, crude protein, lactose and total solids)	5	\$183.75
Raw + Processed Combined Kit (Raw: fat, true protein, lactose, total solids, urea and BHB*) (Processed: fat, crude protein, lactose and total solids)	5 + 5	\$320.00
Cheese** (Fat, crude protein and moisture)	4	\$315.00
Processed Cream** (Fat, crude protein and total solids)	4	\$236.25
Raw Cream – High Fat** (Fat, crude protein and total solids)	4	\$236.25
Raw Milk – Quality–Full Kit <i>1 kit of each of the below</i>	18 total 6 samples of each of below	\$475.00
Raw Milk – Freezing Point	6	\$115.50
Raw Milk – Bacteria	6	\$288.75
Raw Milk – Antibiotic Residues	6	\$94.50

* Non-accredited method

** Minimum of 6 participants per round is required to offer complete statistical analysis.

Customized combinations and analyses may be developed upon specific request.

All prices are listed in Canadian Dollars (CAD).