

| CUSTOMER INFORMATION      |  |        |  |
|---------------------------|--|--------|--|
| Name:                     |  | Email: |  |
| Institute / Organisation: |  | Phone: |  |

| REQUEST INFORMATION     |  |                    |                            |  |
|-------------------------|--|--------------------|----------------------------|--|
| Request date:           |  | Sample type:       | Extracted RNA/DNA          |  |
|                         |  |                    | Prepared library/amplicons |  |
|                         |  |                    | Biological (specify below) |  |
| Description of request: |  | Number of samples: |                            |  |

| SERVICE REQUIRED                                 |                                            |  |
|--------------------------------------------------|--------------------------------------------|--|
| RNA / DNA quantification                         | Project Specifics (if not known, type N/A) |  |
| Next Generation Sequencing                       |                                            |  |
| Metagenomics                                     | Total number of reads                      |  |
| Whole Genome Sequencing (Microbial/Plant/Animal) | Paired-end / Single-end                    |  |
| Human Whole Genome Sequencing                    | Depth of coverage                          |  |
| Sequencing Only (client-prepared libraries)      | Gb output                                  |  |
| Other (please specify)                           | Any other information?                     |  |

| ADDITIONAL SERVICES                                                                                                                                                                                              |                                                     |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|
| Bioinformatics support required?<br>Yes <input type="checkbox"/> No <input type="checkbox"/>                                                                                                                     | If yes, please provide details/plan:<br><div></div> |
| Sample collection required?<br>Yes <input type="checkbox"/> No <input type="checkbox"/>                                                                                                                          | Address:<br><div></div>                             |
| Sample and data storage terms<br>Please note that samples and/or data will only be retained for 30 days, after which they will be discarded or deleted, as applicable, unless prior arrangements have been made. |                                                     |

**Queries**

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 Dr Lavanya Singh, Head of Laboratory & Quality Assurance • [lavanya@sun.ac.za](mailto:lavanya@sun.ac.za)

## TERMS AND CONDITIONS

### 1. Scope of Services

CERI provides genomics testing, next-generation sequencing, bioinformatics analysis, research testing, and related scientific services as specified in the accepted quotation, service agreement, or test request form. All services shall be performed in accordance with documented laboratory procedures, validated methods (where applicable), and relevant regulatory and accreditation requirements.

### 2. Acceptance of Work

Work will only commence upon receipt of:

- A completed test request form;
- Required samples and accompanying documentation;
- Applicable regulatory approvals where required;
- Acceptance of these Terms and Conditions.

CERI reserves the right to decline samples that are unsuitable, damaged, improperly labelled, inadequately preserved, or otherwise not fit for testing.

### 3. Customer Responsibilities

The Customer shall:

- Provide accurate sample identification and associated information;
- The Laboratory shall not be responsible for errors arising from incorrect information supplied by the Customer.

### 4. Sample Receipt and Storage

Samples remain the property of the Customer unless otherwise agreed.

CERI may:

- Reject compromised samples;
- Store samples for a defined retention period;
- Dispose of samples after the retention period in accordance with applicable regulations and biosafety requirements.

The Customer may request a sample return, subject to feasibility and applicable costs.

### 5. Confidentiality and Data Protection

CERI shall maintain the confidentiality of all customer information, genomic data, reports, and associated records.

Disclosure of any information provided or submitted by a user will only be made where:

- Such information is in the public domain; or
- CERI is obliged in terms of any law, order of court, legal process or other lawful reason to disclose such information.
- Where required by accreditation bodies / internal auditors during assessments.

### 6. Impartiality

CERI is committed to impartiality in all testing activities.

Results shall not be influenced by commercial, financial, operational, or other pressures. Any potential conflicts of interest identified by CERI shall be evaluated and managed to safeguard impartiality.

### 7. Subcontracting

CERI may subcontract specific testing or analytical activities to competent external providers where necessary. This will be clearly indicated on the final Laboratory Report. Where subcontracting affects customer requirements, the Customer will be informed. CERI remains responsible for subcontracted work except where the Customer specifically designates the subcontractor.

### 8. Reporting of Results

Results will be reported only to the authorised client representative identified on the Service Request Form unless otherwise authorised in writing.

### 9. Complaints

Customers may submit complaints in writing:

*ceri@sun.ac.za*

The Laboratory shall:

- Acknowledge receipt of the complaint and investigate impartially;
- Communicate findings and outcomes;

### 10. Record Retention

Records, raw data, quality records, and reports shall be retained for periods determined by regulatory, contractual and accreditation requirements. Retention periods may vary depending on the nature of the testing performed.

### 11. Payment Terms

Procurement of reagents/initiation of the project will commence upon issuance of a Purchase Order from the Customer to CERI.

### 12. Turnaround Times

CERI strives for a 10-working-day turnaround time. Estimated turnaround times are provided for guidance only.

CERI shall not be liable for delays arising from:

- Sample quality issues;
- Equipment failures;
- Reagent/supplier delays;
- Regulatory reviews;
- Force majeure events.

### 13. Customer-Requested Deviations

Any deviation from the standard test method requested by the customer is subject to a documented technical review prior to implementation. The laboratory evaluates the potential impact of the requested deviation on the validity of the results. Deviations are discussed, and the agreed changes are documented in the test request and, where appropriate, referenced in the test report. Where the evaluation indicates that the requested deviation could compromise the integrity or validity of the results, the laboratory will either decline the request or clearly identify any limitations associated with the reported results. Any changes to agreed work shall be documented and communicated to affected parties before implementation.

Statement of conformity: CERI's validated calling thresholds (e.g. minimum read depth, variant allele frequency, coverage breadth, as applicable) will constitute the decision rule applied per ISO/IEC 17025:2017 Clause 7.8.6, unless an alternative client-specified threshold is agreed and documented before testing.

### 14. Acceptance

Submission of samples, issuance of a purchase order, execution of a quotation, or acceptance of services constitutes acceptance of these Terms and Conditions.

**Customer Signature:**

**Date:**

### CERI Laboratory Use Only

CERI has reviewed the customer requirements to ensure:

- The Customer's requirements are adequately defined;
- Appropriate methods are available;
- Resources and competence are sufficient to perform the requested work.

**Signature:**

**Date:**