Our **commitment to quality** allows you to rely on the accuracy and integrity of your results. We harness a culture of **continuous improvement** in response to changing technology and updates in standards and guidelines through a comprehensive **Quality Management System**. We have dedicated technical teams to cover all our laboratory specialties. These teams are made up of experts from within IDEXX and include pathologists, scientists, laboratory technicians and a dedicated National Quality Manager.

**The key foundations of our Quality Management are:**

- **Every IDEXX veterinary pathology laboratory** within Australia has been **inspected** by the National Association of Testing Authorities (NATA) and **accredited** for veterinary pathology testing against international and Australian Standards.

- This is your guarantee that our **diagnostic services are of the highest quality** and an assurance that the methods and equipment used in IDEXX Laboratories are specific and accurate for veterinary pathology testing. It also ensures that our staff comprising of pathologists, scientists and technical support personnel have the specific training, qualifications and skills required of a comprehensive diagnostic veterinary laboratory.

- **ISO9001** certification of our Quality System allows us to confidently commit to meeting customer satisfaction through continual improvement of our laboratory and business processes.

- A **dedicated National Quality Manager** ensures ongoing compliance with all aspects of the quality standards, and regulatory requirements and drives outcomes from a continual improvement plan to meet the expectations of our customers.

- Customer feedback – **our commitment to ensure your feedback is addressed and incorporated into our quality system which allows us to exceed your expectations.**

- These foundations ensure that as our valued customer you receive an accurate and reliable service, which has been assessed and accredited against internationally recognised standards and regulations for veterinary pathology testing.

Our commitment to quality allows you to rely on the accuracy and integrity of your results.
The quality and accuracy of results are very important to everyone at IDEXX

**IDEXX Tips for obtaining high quality samples:**

**Choose the correct sample and container**

Read the collection guidelines in either this section of the Directory of Products and Services or in the Selected Test Protocol booklet (call 1300 44 33 99 if you do not have a copy) before taking a sample. Improper choice of a collection vial can adversely affect results.

**Did You Know?** Using a serum separator tube (SST) is an easy way to collect a good serum sample for chemistry panels. However, for certain specialised tests, such as many endocrinology and drug tests, the gel in SSTs can interfere with results.

**Did You Know?** Whole blood EDTA samples start to degrade as soon as the blood is outside of the animal.

To preserve cell morphology, include air-dried, unstained blood slides along with the purple top tube. Slides should also be included with samples submitted for fluid analysis for accurate cytologic interpretation. Blood smears made at the time of blood collection help avoid platelet clumping problems and allows more accurate platelet interpretation.

**Did You Know?** Including slides with your CBCs can aid in pathologist reviews of unusual cells, and with the identification of red blood cell parasites.

**Use proper techniques**

**Filling syringes:** When filling syringes, aim for a good free flowing stick from the largest accessible vein. Slow draws and difficult sticks can rupture red cells, adversely affecting CBC results and certain chemistries. The longer the blood stays in the syringe, the greater the risk of clumped platelets and clots that degrade test results.

**Filling vacutainer tubes:** If the blood clots in the syringe, do not force it into the vacutainer tubes. Forcing clotted blood into vacutainers will result in lysed red blood cells and cause inaccurate results. Always fill the tubes without additives first. This prevents carry-over of tube additives. For example, if you are filling an EDTA tube and a serum separator tube, always fill the SST first. Even a small amount of EDTA can interfere with many chemistry results. Fill purple top (EDTA) or blue top (citrate) tubes precisely. Overfilling and under-filling tubes causes the wrong ratio of additives. Excess EDTA in an under-filled tube will give inaccurate CBC results. Overfilling the EDTA tube may cause the sample to clot. To ensure the correct volume of blood, allow the vacuum of the tube to pull the blood out of the syringe without additional force.

**Centrifuging:** Make sure samples are fully clotted before tubes are centrifuged.

Note that some samples may take longer to clot than others.

**Did You Know?** In tests that require serum, it is important to collect and centrifuge the sample properly. If a tube is spun too soon after drawing the blood, you will send plasma to the laboratory and not serum.

If you have any questions regarding submission of specimens or if you require appropriate stores supplies please call us on 1300 44 33 99.
# IDEXX Specimen Collection Guidelines

<table>
<thead>
<tr>
<th>Type of Testing</th>
<th>Specimen</th>
<th>Container</th>
<th>Contents</th>
<th>Protocol</th>
<th>Storage</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Chemistry, Immunology, Endocrinology</strong></td>
<td>Serum</td>
<td>RTT/R (red-topped tube, Vacutainer®)</td>
<td>No additives (empty/sterile)</td>
<td>Let specimen clot 15–20 minutes, centrifuge at 2,500 rpm for 10–15 minutes, remove serum from clot and transfer to a red-topped tube or a clear screw-topped tube.</td>
<td>Refrigerate</td>
</tr>
<tr>
<td><strong>Chemistry, Immunology, Endocrinology</strong></td>
<td>Serum</td>
<td>SST (serum separator tube, yellow-topped Vacutainer®)</td>
<td>Gel to separate serum from clot (during centrifugation) and a clot activator</td>
<td>Let specimen clot for 15–20 minutes, centrifuge at 2,500 rpm for 10–15 minutes. <strong>DO NOT</strong> use SST for progesterone or therapeutic drug-monitoring (digoxin, phenobarbital or theophylline).</td>
<td>Refrigerate</td>
</tr>
<tr>
<td><strong>Haematology</strong></td>
<td>Whole blood</td>
<td>LTT/L (Lavender-topped tube) and air-dried unstained slides</td>
<td>Anticoagulant EDTA</td>
<td>Fill tube as much as vacuum will allow to obtain proper blood-to-anticoagulant ratio. Invert gently several times after filling.</td>
<td>Refrigerate; <strong>DO NOT</strong> freeze</td>
</tr>
<tr>
<td><strong>Coagulation (PT, APTT and quantitative fibrinogen)</strong></td>
<td>Citrated plasma</td>
<td>BTT (blue-topped tube) to collect, then transfer to plastic tube</td>
<td>Anticoagulant sodium citrate</td>
<td>Correct blood-to-anticoagulant ratio is very important. Fill tube as much as vacuum will allow to obtain proper ratio. Invert gently several times after filling. Centrifuge immediately at 1,500 rpm for 15 minutes. Separate plasma from cells. Transfer plasma to plastic tube and label as citrated plasma for submission. Freeze sample and ship on ice.</td>
<td>Keep frozen (refrigeration OK if received at laboratory within five hours)</td>
</tr>
<tr>
<td><strong>Fibrin Degradation Products</strong></td>
<td>Clotted whole blood</td>
<td>Submit in a special FDP tube. Call for more information.</td>
<td>Thrombin and (soybean) trypsin</td>
<td>Invert a couple of times after filling to facilitate clotting.</td>
<td>Refrigerate</td>
</tr>
<tr>
<td><strong>Avian Blood and Miscellaneous Chemistries</strong></td>
<td>Urine (sterile collection highly preferred)</td>
<td>RTT/R or dry sterile container</td>
<td>No additives (empty/sterile)</td>
<td>After collection, cap container. <strong>DO NOT</strong> submit syringes. For urine cultures: <strong>DO NOT</strong> use culturette.</td>
<td>Refrigerate and prevent UV/sunlight exposure</td>
</tr>
<tr>
<td><strong>Urinalysis, Urine Culture</strong></td>
<td>Urine</td>
<td>RTT/R or dry sterile container</td>
<td>No additives (empty/sterile)</td>
<td>Do not place into formalin or other liquid; stones may dissolve.</td>
<td>Room temperature</td>
</tr>
<tr>
<td><strong>Stone Analysis</strong></td>
<td>Urolith</td>
<td>Dry sterile container</td>
<td>No additives (empty/sterile)</td>
<td><strong>DO NOT</strong> submit syringes. For urine cultures: <strong>DO NOT</strong> use culturette.</td>
<td>Refrigerate and prevent UV/sunlight exposure</td>
</tr>
<tr>
<td><strong>Microbiology</strong></td>
<td></td>
<td></td>
<td></td>
<td><strong>DO NOT</strong> submit syringes. For urine cultures: <strong>DO NOT</strong> use culturette.</td>
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<tr>
<td><strong>Cytology</strong></td>
<td></td>
<td></td>
<td></td>
<td><strong>DO NOT</strong> submit syringes. For urine cultures: <strong>DO NOT</strong> use culturette.</td>
<td>Refrigerate and prevent UV/sunlight exposure</td>
</tr>
<tr>
<td><strong>Biopsy</strong></td>
<td></td>
<td></td>
<td></td>
<td><strong>DO NOT</strong> submit syringes. For urine cultures: <strong>DO NOT</strong> use culturette.</td>
<td>Refrigerate and prevent UV/sunlight exposure</td>
</tr>
</tbody>
</table>
ACCURATE RESULTS DEPEND ON QUALITY SPECIMENS. PLEASE FOLLOW THESE GUIDELINES:

- Perform sampling by fine-needle aspiration or non-aspiration biopsy, scrapings or imprints.
- Prepare slides in-clinic using either a “squash” preparation or blood-smear technique.
  Call if you have questions about slide preparation.
- Stain at least one representative slide to ensure adequate cell density and preservation.
- Please DO NOT submit syringes with needles.

Patient history and clinical findings contribute to an accurate result.

On containers and slides, please write:

- Patient's name
- Site/Source

On the requisition form, include:

- Patient signalment (owner's name, patient's name, age, sex, species, breed, etc.)
- Reference to any previous laboratory results (CBC, biochemistry profile, prior cytology/histology or serology) be sure to include our laboratory reference numbers
- Gross lesion description
- Specific anatomic location (e.g., cutaneous, subcutaneous, deep tissue, intra-thoracic, intra-abdominal)
- Size, shape, consistency, symmetry, definition of borders
- Clinical history—duration of lesion, progression of lesion, treatment and response to therapy
- Radiographic and ultrasonographic findings

Did You Know? If you have specific questions you would like answered, you can put these on the requisition form.

When submitting aspirates and impressions:

- Submit one to three air-dried slides, preferably at least one unstained slide
- Store at room temperature and protect from temperature extremes
- Protect from moisture and insects
- DO NOT spray with hairspray or other fixatives
- DO NOT expose to formalin fumes
- DO NOT ship slides for cytology in the same bag as a formalin-containing biopsy jar.

When submitting fluids and washes:

- Enclose unaltered fluid in a Plain Tube (yellow-topped tube), EDTA Tube (purple- topped tube), along with air-dried slides.
- Prepare slides immediately to preserve cytomorphology (most fluids are stable for only a few hours at room temperature).
- Fluid in EDTA tube with slides is the recommended specimen for cytologic evaluation, especially of cellular or bloody specimens. If a culture is required, submit additional fluid in a sterile yellow top container.
- DO NOT submit fluids in a red topped tube (SST), in a syringe, or as cover-slipped and wet preparations.
- Submission of fluid in a SST (red topped tube) can interfere with accurate cytologic evaluation due to the presence of clotting activators.
**Histopathology**

**ACCURATE RESULTS DEPEND ON QUALITY SPECIMENS. PLEASE FOLLOW THESE GUIDELINES:**

**Histopathology tiers and price guidelines**
IDEXX operates a tiered histopathology pricing structure. All samples are manually assessed to provide you confidence in your results every time.

If you are unsure of how to code (or charge), your sample please call 1300 44 33 99 and ask to talk to the pathologist on duty to discuss your case. This will ensure a clear understanding of your needs, and will help you to select the correct samples for histopathological examination, as well as identify any need for samples for other testing (e.g. bacteriology, virology, serology, toxicology). Alternatively you may consult page 32 of this DOPS.

**Turnaround Time**
Most evaluations will be completed within 24-72 hours of receipt in our laboratory (unless otherwise indicated). Additional fixation or decalcification will take longer. We will notify you if an unusually long delay is anticipated.

**Collection Technique**
- Samples are collected for histological examination by standard surgical techniques or at postmortem examination.

**Labeling Criteria**
Please ensure all specimen jars are labeled with
- Patients name, date
- Type of specimen, (Site / Source)

**Requisition Information**
- A thorough clinical history and details of the physical examination are essential for the correct histological interpretation of tissue changes. Information required includes signalment (species, breed, age, sex), a description of the appearance and distribution of lesions, duration of the condition, biopsy sites or post mortem tissue, response to prior treatments, current treatment regimes and any other relevant information.
- You may include any questions to be answered on your requisition form.
- Please send radiographs of bone lesions when they are being submitted for histological examination (see histopathology - bone).

**Fixation Guidelines**
**Tissue samples should be fixed in 10% buffered formalin.**

**Did You Know?** The 10:10:10 Rule? For optimum fixation and sectioning use 10% formalin; 10:1 ratio; and a biopsy size 10mm cubed

- Place specimens in a wide necked container (approved for use with formalin), with the ratio of formalin to tissue > 10:1.
- Submit entire lesions and tumours with adjacent excise tissue.
- For rapid fixation of larger lesions and tumours, cut a section 0.5-1cm wide through the centre of the specimen. Make impression smears from the cut surface of tumours and submit for cytology in a separate bag.
- Open hollow organs, such as intestine, prior to placing them in fixative.
- Small fragile specimens (bone marrow, Tru-cut liver or kidney) can be wrapped in a gauze envelope so that they do not disintegrate during transport.
- High priority samples can be dispatched on the day of collection as they will fix on their way to the laboratory.
- Samples of lower priority can be fixed for 24 hours at clinic prior to dispatch to the laboratory.
### Histopathology

**Transport Guidelines**
- All samples should be placed in a well sealed leak proof bag containing enough absorbent material for the volume of formalin.
- Fixed tissue which is to be mailed may be placed in a leak proof plastic bag or container with a formalin soaked gauze to keep the tissue moist. (ensure adequate fixation has occurred prior to transportation)

**Histopathology Fee Policies**
- Fees are determined by number of sites, lesions or organs indicated on the requisition form.
- For ‘Single Tissue’ biopsies prices are quoted per anatomical site.
- If the number of sites/lesions is not indicated, we will assume each specimen is from a different site, and will charge separately.
- Surgical margin analysis does not attract an additional fee.

**Cancellation Fee**
- No fee is applied if cancellation is requested prior to processing. If we have started processing the sample, a fee of $31 Ex GST will be charged to cover costs incurred.

**Necropsy Samples**
- IDEXX no longer offers in-laboratory necropsy service, but there are a variety of options for submitting necropsy samples. (Please call customer service for a list of other laboratories offering this service).

**Additional Notes**
- Margins are complimentary if requested.
- Cage Birds include budgerigars, pigeons, finches and small birds from zoological gardens or fauna parks.
- Large birds from zoological gardens or fauna parks such as waterfowl, poultry, ostriches or emus are not considered cage birds.
- IDEXX Histopathology Reports contain the following report sections: Gross Pathology, Histopathology, Diagnosis, Comments and Margin Analysis.
- If a specific pathologist is requested, we will do our best to meet your request. If the specified pathologist is unavailable, we will contact you to give you the option of waiting or having another pathologist read the case to prevent any delay in processing.

### Microbiology

**Normal Flora, Predictable Susceptibility Patterns and Non-pathogenic Organisms**

IDEXX follows guidelines set by NATA, combined with our years of experience in performing susceptibility testing. We believe these are “best practice” microbiology techniques, and would be happy to discuss the following policies with you.

**Sterile Tubes**
- Use glass or plastic tubes with no additives. Plastic yellow-topped tubes with clot activator are not acceptable for cultures because clot activator binds bacteria, which inhibits growth.
- Fluids, urine and tissue can be submitted in sterile containers (moisten tissue with sterile saline or water to prevent drying and loss of viability).

**Fluids**
Make sure all collection devices containing fluids are sealed and leak proof before submitting. Note: Specimens that are >48 hours old are not suitable for culture, and loss of viability should be expected.

**Blood Culture**
Aerobic and anaerobic cultures are performed on all blood cultures. A preliminary report is available within 24-48 hrs.

*Please DO NOT submit syringes with needles.*
## IDEXX Specimen Collection Guidelines

### Microbiology

<table>
<thead>
<tr>
<th>Type of Source</th>
<th>Collection Device</th>
<th>Specimen Preparation and Collection</th>
<th>Test to Request</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abscess or Wound</td>
<td>Transport Swab or RTT</td>
<td>Aseptically prepare collection site. Aspirate fluid or pus from pustules or vesicular wounds and abscesses.</td>
<td>Aerobic and Anaerobic Culture</td>
</tr>
<tr>
<td>Blood</td>
<td>2-5mL for small animal 10mL for large animal</td>
<td>Wash venipuncture site with antiseptic soap; sterile water rinse. Apply 1–2% tincture of iodine or povidone-iodine; let dry. Remove iodine with 70% alcohol wash. Draw up to 10 mL into sterile culture bottle and mix well. Leave at room temperature.</td>
<td>Blood Culture</td>
</tr>
<tr>
<td>Bone Marrow</td>
<td>RTT</td>
<td>Aseptically prepare collection site.</td>
<td>Aerobic and Anaerobic Culture</td>
</tr>
<tr>
<td>Central Nervous System</td>
<td>RTT</td>
<td>Collect CSF fluid by an aseptic subdural tap, ventricular aspiration or lumbar puncture.</td>
<td>Aerobic and Anaerobic Culture</td>
</tr>
<tr>
<td>Ears</td>
<td>Transport Swab</td>
<td>Cytology providing organism morphology is often better than culture. Note: Posterior pharyngeal cultures may also reveal organisms causing otitis media.</td>
<td>Aerobic Culture</td>
</tr>
<tr>
<td>Eyes</td>
<td>Transport Swab</td>
<td>Use swab to collect suppurative material from cul-de-sac or medial canthus. Note: Topical anesthetic may inhibit bacterial growth.</td>
<td>Aerobic Culture</td>
</tr>
<tr>
<td>Faeces</td>
<td>In sterile container Transport Swab</td>
<td>Avoid contamination with urine and soil. For C. perfringens and C. difficile enterotoxin ELISA testing, send 3–5 g fresh faeces.</td>
<td>Faecal Culture</td>
</tr>
<tr>
<td>Nail, Skin or Hair Culture (Fungal)</td>
<td>RTT or other sterile container; envelope preferred for hair</td>
<td>Use sterile blade or swab to collect material from infected nail. Swab or scrape active border of skin lesions. Use envelope for hair.</td>
<td>Fungal and/or Aerobic Culture</td>
</tr>
<tr>
<td>Sinus</td>
<td>RTT or culturette</td>
<td>Aspirate from maxillary, frontal or other sinuses. Note: Chronic sinusitis often involves anaerobic bacteria.</td>
<td>Aerobic and Anaerobic Culture</td>
</tr>
<tr>
<td>Tissue</td>
<td>RTT (DO NOT use swab/transport swab)</td>
<td>Place tissue in RTT with small amount of sterile saline to keep specimen hydrated.</td>
<td>Aerobic and Anaerobic Culture</td>
</tr>
<tr>
<td>Urine</td>
<td>Syringe transferred to RTT</td>
<td>Cystocentesis is strongly recommended (except in large animals). Avoid contamination with faeces. Keep refrigerated. Indicate collection method.</td>
<td>Urine Culture</td>
</tr>
</tbody>
</table>

If you have any questions regarding submission of specimens or require stores call us on 1300 44 33 99
Blood samples should be collected aseptically from veins, most commonly the jugular vein in companion birds. Ulnar veins or tibiotarsal veins can be used in some species. Nail clipping is NOT a suitable method for collecting blood samples.

Biochemistry Only
- Submit sample in lithium heparin tubes (green top). Gel separator tubes can be used. Gel tubes can be spun before submission, and this will reduce storage artefacts.
- Plain serum tubes can also be used, but result in a smaller sample for analysis, and may reduce the number of measurements that can be performed.
- Small sample volume may limit the number of biochemistry tests that can be performed. If submitting a small sample, please note your required tests in order of preference on the submission form.

Haematology Only
- Submit slide(s) and whole blood.
- Make slides immediately after collection, using blood that has not been exposed to anticoagulant. Preferably make two slides, one by the usual slide-and-slide method, one by a coverslip-and-slide method. Air dry slides immediately, but do not fix or stain.
- Submit the whole blood in lithium heparin. Gel separator tubes can be used but must NOT be spun down.
- EDTA can also be used for most birds (excluding ratites, crows and ravens), but is not the preferred sample. EDTA should not be used for reptile blood, use of lithium heparin is recommended.

Haematology and Biochemistry Required
- Submit blood films (see haematology above) and blood in lithium heparin. Do NOT spin gel separator lithium heparin tubes if only a single tube is submitted. At least one unspun lithium heparin tube must be submitted.
- Small sample sizes may limit the number of biochemistry tests that can be performed. If submitting a small sample, please note your required tests in order of preference on the submission form.

ACCURATE RESULTS DEPEND ON QUALITY SPECIMENS

CONTACT
All Enquiries: 1300 44 33 99  Facsimile: 1300 799 744  Email: lab-australia@idexx.com

RESULTS
www.vetconnect.com.au
IDEXX Testing Standard Terms and Conditions

Unless otherwise agreed to in writing, laboratory analytical services (data collection, analysis and interpretation, and reference laboratory services) provided by IDEXX Laboratories Pty. Ltd., ABN 31 063 154 352 (“IDEXX”) to you, the client, are subject solely to the terms and conditions stated herein.

Confidentiality
IDEXX agrees to maintain in confidence all of your proprietary and non-public materials, data, reports, plans, records, technical and other information and to use such confidential information only for the purpose of performing analyses of samples and providing reports on our findings to you. IDEXX shall protect your confidential information by using the same degree of care, but not less than a reasonable degree of care, to prevent the unauthorized use, dissemination or publication of the confidential information as IDEXX uses to protect its own confidential information of a like nature. In any instance where information is subpoenaed by and must be released to a governmental agency, or is otherwise required to be disclosed pursuant to law or regulation, you will be promptly notified. You agree not to use the IDEXX name and/or data in any manner that might cause harm to IDEXX’s reputation and/or business. Under no circumstances is the name of IDEXX to be published - either alone or in association with that of any other party - without its approval in writing.

Privacy Act
This clause applies if you are a veterinarian or, if you are not a veterinarian, to customers of veterinarians about whom we are given personal information. If you are a veterinarian, you agree to show this privacy clause to any of your customers whose personal information you provide to IDEXX, prior to giving that information to IDEXX.

We collect and use your personal information in order to perform analyses of samples and provide reports on our findings to you. We may also use information that we collect (other than confidential information) to provide you with information that we think might be of interest to you, such as educational information, information about upcoming seminars, new tests that become available or information about other products and services offered by IDEXX.

If you do not provide us with your personal information, we may not be able to do these things. To do this we may disclose your personal information to our related companies, to financial institutions for credit checks and to service providers that carry out functions on IDEXX’s behalf, such as courier services, IT service providers, mailing houses, etc. In most cases, you will be able to gain access to personal information about you held by IDEXX. You can contact us by telephoning 1300 44 33 99 or by emailing us at lab-australia@idexx.com

Payment Terms
All fees are charged or billed directly to you. Payment in advance is required for all clients except those whose credit has been established with our company. For clients with IDEXX approved credit, our standard terms are net 21 days, after which time we reserve the right to charge a 1.5% per month late charge or the maximum amount permitted by law (if less) on all unpaid balances. Any deviation in payment terms must be agreed to in writing. IDEXX has the right to ask for payment in advance, if the established payment terms are not adhered to. IDEXX reserves the right to cease all work if you do not pay your invoice(s). If you default in payment for services rendered, you are responsible for reasonable collection and/or legal fees.

IDEXX Reference Laboratories

IDEXX is a network of laboratories in Brisbane, Sydney, Melbourne and Adelaide.

We consistently deliver accurate, comprehensive results up front, so you can make more informed and confident medical decisions.

IDEXX voluntarily adheres to and complies with rigorous quality control and quality assurance guidelines.
**Delivery of Results**
Upon delivery of samples in good order and condition, IDEXX will use its best efforts in meeting the standard turnaround times published in our directory of services. IDEXX will advise you of samples that we receive in damaged, contaminated or improperly preserved condition or which do not meet the sample volume requirements. IDEXX assumes the risk of loss or damage to a sample at the time possession of the sample is delivered to an IDEXX employee.

**Sample**
IDEXX reserves the right to refuse to accept or to rescind acceptance of any sample, which in the judgment of IDEXX is likely to pose any unreasonable risk in handling and/or analysis.

You represent and warrant that any sample containing any hazardous substance that is to be delivered to IDEXX will be packaged, labeled, transported, and delivered in accordance with applicable laws.

**Quality Assurance**
IDEXX will perform services consistent with its Laboratory Quality Assurance Standard Operating Procedures and relevant AS/NZ/ISO standards. It shall be your exclusive responsibility to confirm that IDEXX’s standard practices will meet your needs prior to placing any order for work.

**Retention of Samples**
After we report analytical results, we routinely retain blood specimens in our storage facilities for fourteen (14) days, after which the samples may be destroyed. Histopathology blocks are retained for at least 12 months.

**Hazardous Materials**
We may at our option either dispose of or return to you unused portions of samples found or suspected to be hazardous or to contain hazardous materials according to state or federal guidelines upon completion of the analytical work. We may invoice you for the reasonable cost of disposal or returning the sample.

**Specimen Containers**
Specimen packaging is the responsibility of the sender and must conform to IATA regulations Section 650, or other regulations as amended from time to time. IDEXX may provide specimen containers and IATA packing materials upon request. IDEXX reserves the right to charge a fee for specimen containers and packing materials.

**Courier Services**
IDEXX may provide access to courier services, both internal services and commercial services. Subject to availability, regional commercial courier companies can provide overnight delivery of specimens to IDEXX’s laboratories from anywhere in Australia. This standard service cost is included in the test fee. IDEXX assumes the risk of loss or damage to a sample at the time possession of the sample is delivered to an IDEXX employee.

**Retention of Reports**
Unless otherwise agreed in writing, IDEXX shall retain copies of analytical reports for a period of one (1) year, after which the reports may be destroyed. IDEXX stores all analytical reports in electronic format. A hard copy is available upon request.

IDEXX reserves the right to charge for additional copies of reports once the original report has been submitted.

**Limited Warranty and Limits of Liability**
In accepting analytical work, IDEXX warrants the accuracy of test results for the sample as submitted. We accept no legal responsibility for the purposes for which you use the test results.

Where permitted by law, all terms, conditions, warranties and representations, whether express or implied, statutory or otherwise, relating to the work are excluded and we will not be under any other liability in respect of any loss or damage (including consequential loss or damage) however caused (whether by negligence or otherwise) which may be suffered or which may arise directly or indirectly in respect of the work. Subject to law, IDEXX liability is limited at our option to supply of the work again or the payment of the cost of resupplying the work.

**No Conflicting Terms**
IDEXX shall not accept any purchase order or other order for work which includes any conditions that vary from these Standard Terms and Conditions, and IDEXX hereby objects to any conflicting terms contained in any acceptance or order submitted by you.

**Equal Opportunity/Affirmative Action Notice**
IDEXX is an equal opportunity/affirmative action employer and complies with all applicable Federal, State and Territory statutes and delegated legislation in those regards.