

Effective from 11 January 2024

Return or Disposal of Remaining Sample Material (web orders)

RETURN OR DISPOSAL OF REMAINING SAMPLE MATERIAL (WEB ORDERS)

In Nightingale's laboratory the Samples are prepared for analysis at ambient temperature. Frozen sample material will be thawed overnight at +4°C before the Samples are prepared for the analysis. Preparation steps include mixing the sample material gently, spinning down the serum/plasma, and transferring the sample material to measurement tubes with an automatic liquid handler.

The potential remaining aliquot after the sample preparation is put back to -80°C ("Remaining Sample Material"). Remaining Sample Material will be either disposed of (Option A) or returned (Option B). The Customer is required to inform Nightingale in the Order Form, whether Nightingale shall return or dispose the Remaining Sample Material.

In case of any doubt, conflict, missing information or uncertainty of suitability or applicability of these guidelines to Customer's operating environment and Remaining Sample Material, the Customer is responsible to consult Nightingale and ask for Nightingale's further instructions in advance to define the Customer specific details for return or disposal of Remaining Sample Material to ensure the quality of the Service.

1 OPTION A: Disposal of the Remaining Sample Material

If the Customer has chosen option A in the Order Form or fails to comply with the return procedure specified in option B, Nightingale will dispose the Remaining Sample Material according to its laboratory procedures. By selecting this option the Customer fully understands and agrees that this procedure permanently destroys the Remaining Sample Material. In this option Nightingale also disposes all the shipping boxes received during the Sample material delivery to Nightingale.

2 OPTION B: Return of Remaining Sample Material

The return procedure for Remaining Sample Material shall consist of the following steps:

1. If the Customer has chosen option B in the Order Form and there is Remaining Sample Material left after analysis, Nightingale invoices the additional fee for Remaining Sample Material service as specified in the Order Form and Order Confirmation. After receiving the payment, Nightingale initiates the return procedure.
2. Shipping of the Remaining Sample Material shall be performed by a courier chosen by Nightingale. The shipping of the Remaining Sample Material shall be organized by the Customer or Nightingale as specified in the Order Form and Order Confirmation.
3. In case Nightingale organizes the shipping, Nightingale enquires from the Customer a shipping address and contact person. Nightingale and the Customer shall agree the shipping dates via email.
4. Nightingale will contact the courier who prepares the shipping and ships the Remaining Sample Material to the Customer according to the agreed dates.
5. Nightingale will confirm the shipment schedule in writing with the Customer before sending the shipment to ensure appropriate shipping conditions for the Samples. It is the Customer's responsibility to ensure that weekend, local bank holiday or similar will not delay the delivery.