

RETURN OR DISPOSAL OF REMAINING SAMPLE MATERIAL

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). Customer is required to inform Nightingale in writing, whether Nightingale shall return or dispose Remaining Sample Material, within thirty (30) days from the delivery of the Service Deliverables.

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, 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 Customer chooses option A or has not informed Nightingale within thirty (30) days from the delivery of the Service Deliverables whether the Customer wishes the Remaining Sample Material to be returned or disposed, Nightingale will dispose the Remaining Sample Material according to its laboratory procedures. By selecting this option 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. After receiving a written request to return the Remaining Sample Material, Nightingale initiates the return procedure.
2. Shipping of the Remaining Sample Material shall be performed by a courier chosen by Nightingale. Customer may agree the shipping of Remaining Sample Material directly with the courier or, if requested in writing, Nightingale may organize the shipping as an additional service.
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 Sample 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.
6. Customer receives the Remaining Sample Material and Nightingale will invoice the shipping and handling costs from the Customer.