



## Thandela Proficiency Testing Pty Ltd

Mutamba Business Park, D3669 Road, Mavhunga, 0992

Email: [pt.admin00@thandela.com](mailto:pt.admin00@thandela.com)

[www.thandela.com](http://www.thandela.com)

Tel: 0727591463

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Date of registration →	Year →		
Type of tests	Chemical Analysis <input type="checkbox"/> Ground <input type="checkbox"/> Surface <input type="checkbox"/> Potable <input type="checkbox"/> Effluent <input type="checkbox"/> Synthetic <input type="checkbox"/>		
Company registration number			
Vat Registration number			
Company Name & Physical address of laboratory			
Tel Nos.			
Organization Representative			
Contact Number			
E-mail			
Account person			
Contact Number			
E-mail			
Whether Lab is ISO/IEC 17025 Accredited? if Yes, Certificate No. along with the name of accreditation body	* Eligibility criteria → Laboratory accredited as per ISO/IEC 17025 or in the process of accreditation and must have to follow the same test method as given in the instruction to participate for each test parameter of PT item.		
Name, designation of person signing this form. (Laboratory stamp where possible)			
<b>For Thandela Proficiency Testing Pty Ltd (For office use only)</b>			
Date (Time) of form receipt and completed adequately			
Name of person verifying application and signature			



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## Participation in Proficiency Testing

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### Thandela Proficiency Testing (Pty) Ltd Terms and Conditions

#### 1. Payment

All prices are quoted in South African Rand. Payment must be in South African Rand.

##### 1.1. Laboratories within South Africa

- Prices are quoted \*inclusive of VAT.
- Courier costs are inclusive of quoted amount. Please ask us for a quote.

##### 1.2. Laboratories outside South Africa

- Courier costs will be added and itemised separately on the invoice. Please ask for a quote.
- Where applicable delivery of your order will be facilitated when you send us all relevant permits and import certificates prior to the shipping date.
- The bank charges for transactions are the responsibility of the laboratory.
- The customs and the associated costs are the responsibility of the laboratory.

##### 1.3. How to pay Thandela Proficiency Testing (Pty) Ltd

- Thandela Proficiency Testing (Pty) Ltd accepts payment in South African Rand or any currency thereof converted into South African Rand (ZAR)/USD.
- Thandela Proficiency Testing (Pty) Ltd issues invoices when payment is required.

#### 2. Electronic transfer

- All customers may pay by electronic transfer.

#### 3. Return of results

Laboratories participate in proficiency testing programs on the understanding that they will be sharing their results and information anonymously with other laboratories performing the same analysis. Non-return of results compromises the spirit of the programs, and reports will not be sent to laboratories unless they return results. Payment in full is required from all laboratories enrolling whether they return results or not.

#### 4. Errors in Participant Proficiency Testing (Pty) Ltd Results



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Proficiency testing reports should reflect the level of accuracy that a regular testing client would receive.

If a participant finds an error in their proficiency testing results, they may notify us in writing and change their submission end of business on the due date for return. Changes after this time will not be accepted.

Thandela Proficiency Testing (Pty) Ltd reports results as submitted by participants. Thandela Proficiency Testing (Pty) Ltd will, however, question submissions if they are thought to compromise their confidentiality.

In case, should there be a mix up of samples or samples not processed according to the instructions to participate by the participants, Thandela Proficiency Testing (Pty) Ltd cannot make assumptions of this nature and change results, we also cannot compromise the integrity of the programs by suggesting to some participants that they should review their results prior to the due date. (This is unfair to other participants!) It is the responsibility of the participants to check all aspects of the program, including sample identification, preparation, testing instructions, calculations and reporting of the results prior to results submission.

If samples are not in good condition on arrival to the participant laboratory, Thandela Proficiency Testing (Pty) Ltd must be notified in writing within a week of receiving the samples, as often samples can be replaced in good time. Claims about samples received in bad condition will not be accepted after the report has been issued.

### **Late Enrolments and Late Results**

Late enrolment requests cannot always be accommodated, as sample manufacture must be scheduled well in advance to the delivery date of the program to allow all necessary quality assurance activities to be carried out.

In order not to disadvantage, participants must be able to comply with time frames, Thandela Proficiency Testing (Pty) Ltd will charge a late fee in the following circumstances:

- Requests for enrolment in Thandela Proficiency Testing (Pty) Ltd after the advertised cut-off date.
- Requests that Thandela Proficiency Testing (Pty) Ltd staff enters results on behalf of participants.
- Requests to record results after the due date.



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- Requests for Thandela Proficiency Testing (Pty) Ltd participation that is out-of-cycle with the scheduled dates.

### 5. Loss or Damage of Samples in "True Round Robin" Programs

When samples are lost or damaged the investigation would be conducted and final decision would be taken regarding the replacement of the sample. The reimbursement cost includes an administrative fee plus the cost expected if the sample were replaced and the sample re-sent to the affected participants.

All participants will be notified of the specific replacement cost when applicable to the program being undertaken.

### 6. Shipping fees and Customs clearance

Costs incurred for shipping samples and clearance of same through customs are the responsibility of the laboratory unless otherwise indicated in program advertisements.

### 7. Non-payment of fees

Thandela Proficiency Testing (Pty) Ltd retains the right to with-hold reports and/or test materials and services when invoices are outstanding.

### 8. Confidentiality of results

All data and information received by Thandela Proficiency Testing (Pty) Ltd from its clients are considered confidential unless the client has given express permission to pass on information.

### 9. Official Confidentiality Policy

#### 9.1. Use of Reports

Proficiency Test Reports are the copyright of Thandela Proficiency Testing (Pty) Ltd. They are issued under controlled conditions to participants and to organisations with responsibility for the participation of laboratories in Proficiency Testing Schemes. Reports may not be passed to or used by other organisations without the express authority of Thandela Proficiency Testing (Pty) Ltd.

#### 9.2. Acceptance of Orders



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Orders for participation in Thandela Proficiency Testing (Pty) Ltd programs or provision of other Thandela Proficiency Testing (Pty) Ltd products and services may be accepted by receipt of a written request (i.e. official company order form), sent to the company.

Once an order is placed, it can only be cancelled in writing. This MUST occur more than one week before the scheduled date of dispatch. Once samples have been dispatched, an order cannot be cancelled.