



## REQUEST FOR LABORATORY ANALYSIS

Name of Customer: ✓				ATTN: Laboratory Manager Fisheries Integrated Laboratory Section Tel. no. (082) 224 5085
Address: ✓				
Contact No.: ✓		Date & Time of Sample Collection: ✓	<input type="checkbox"/> Official Sample <input type="checkbox"/> Industry Sample	
Source of Sample: ✓				RLA Number:
LABORATORY CODE	SAMPLE DESCRIPTION	CUSTOMER'S SAMPLE CODE ✓	ANALYSES REQUESTED	TEST METHOD

**NOTE:** ✓ Indicates data provided by the customer

✓ To facilitate the retrieval of tested samples kindly note your intention below:  <input type="checkbox"/> The customer will retrieve the retained sample.  <input type="checkbox"/> The customer will not retrieve the retained sample.	<div style="text-align: center;"><b>WAIVER</b> ✓</div> I <small>(NAME)</small> _____ representative of <small>(NAME OF COMPANY)</small> _____, do hereby allow the pursuance of testing even if the sample(s) I submitted does not conform with the minimum requirements prerequisite to testing analysis. The Fisheries Integrated Laboratory Section shall not be held liable to any non-conformance / problems that will possibly arise upon the release of test results after analysis.  <div style="text-align: right;">_____ Signature</div>
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PURPOSE ✓	
<input type="checkbox"/> MONITORING <input type="checkbox"/> CERTIFICATION <input type="checkbox"/> VERIFICATION <input type="checkbox"/> OTHERS: _____	
GENERAL REQUIREMENTS	SAMPLE SUBMITTED
Condition upon receipt:	
Container / Packaging:	
Volume / Quantity:	

The Official Test Report for the sample shall be released on or before \_\_\_\_\_, in accordance with the Work Schedule. FILS XI shall not send official Report of Test through e-mail unless otherwise requested by the customer in the "Remarks Section" below.

**REMARKS:** ✓  
 \_\_\_\_\_

**CONFORME :** (Name and Signature of Customer's Representative) ✓ Date: ✓

<b>Sample Received by:</b>  _____ <small>(Customer Service Officer)</small>	<b>Date and Time Received:</b>  _____	<b>Amount Paid:</b>  _____	<b>Date Payment Received:</b>  _____  <b>Official Receipt (OR) No.:</b>  _____
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Remarks:

## TO ALL FILS XI CUSTOMERS:

For your guidance, please read the following **GENERAL INFORMATION IN THE ACCEPTANCE OF TESTING WORK AT THE FILS XI.**

### Submission of samples:

#### **For all types of customer**

1. Samples to be submitted should be accompanied with completely and accurately filled up (in duplicate copies) Request for Laboratory Analyses provided by the FILS XI.
2. *For official sample, in cases when samples are sent through courier, FILS XI may accept the samples but it reserves the right not to officially log the samples and subsequently test them if it does not meet the required condition of samples for analyses.* Such sample shall be stored only for one week, after which, it will be disposed appropriately.
3. Number/Amount of samples to be submitted should be adequate (and where practicable including its required retained sample). The quantity/description and specification of the samples for testing should reflect to what has been declared in the Request for Laboratory Analyses.
4. Samples submitted by customers must be compliant with the general requirements set by the FILS XI for testing.
5. In cases where customers want to pursue testing of samples not compliant with the sample requirements of FILS XI, a waiver or consent in favor of the FILS XI must be signed at the front page of the RLA.

#### **Review of Request**

1. Within the testing capability and resources of FILS XI, the above-mentioned request for test shall be conducted.
2. The tests shall be conducted in reference to the stated Test Method.
3. The customer shall be informed immediately in writing if any deviation from the contract occurs.
4. In cases where FILS XI fails to meet the customer's requirement, the Customer Service Officer advises the customer to look for other testing laboratories, as it does not subcontract laboratory analysis.
5. Change(s) in the request for testing work should be relayed to FILS XI, in writing addressed to the Laboratory Manager of FILS XI or in any means (phone call, email, text, and chat) and shall be indicated in the "Remarks Section of the CSO". In connection with this, please be informed that:
  - 5.1 If request of halt of all/some tests is made, excess/undue payment (if any) shall be refunded only by way of crediting this payment to future financial obligation of the payer to FILS XI.
  - 5.2 FILS XI shall consider request for additional test(s) as new testing work. Thus, another Request for Laboratory Analyses shall be filed.
  - 5.3 If contracts are to be amended after work has commenced, the customer requesting the amendment must pay in full for the amount of analysis requested.
6. After the conduct of test, the tested samples shall be retained and disposed accordingly.

**NOTE:** *The Laboratory is not liable for samples while they are in transport, prior to their acceptance.*

### **AFTER TEST**

Only the written Report of Test approved by the Laboratory Manager of FILS XI shall be considered valid. In cases when customers request to have the official Report of Test through fax or email, they shall indicate it in the "Remarks Section of the Customer" of this form.

### **RETRIEVAL OF TESTED SAMPLES**

The customer should state his/her intention to retrieve the tested sample. To retrieve the retained sample, the customer's representative must present the duplicate copy of the Request for Laboratory Analysis together with a valid ID at the Receiving Area of FILS XI.

### **SERVICE TO THE CUSTOMER**

1. For our continual improvement, we encourage our customer to fill up our "Customer Satisfaction Survey Form" during the releasing of the Report of Test.
2. FILS XI accepts samples in the Receiving Area located at the Ground Floor of BFAR – FILS Regional Office Compound, Ramon Magsaysay Avenue, Davao City

**CONFORME:** ✓

\_\_\_\_\_  
(Name and Signature of Customer's Representative)

Date: \_\_\_\_\_