



ANALYTICAL & DIAGNOSTIC LABORATORY SERVICES

SENDER DETAILS

Name of sender/institution:		Contact no:	
Postal address:		Cell no:	
		E-mail address:	

OWNER DETAILS (do not complete if same as sender)

Name of owner/institution		Contact no:	
Postal address:		Cell no:	
		E-mail address:	
State Veterinarian details (if applicable) Name:		Email of SV:	
		Number of SV:	

SAMPLE DETAILS

Where was the sample taken?		Submission method:	Hand		Courier		Other	
Date of sampling:		Date samples submitted:						
Type of samples/animals:		Continue with testing although prolonged?						
Client ref:		Total samples:						
		Was sample(s) taken according to procedure?						
		Subcontracting – Page 3 completed?						
Person delivering samples:		Sign and confirm that I accept the terms and conditions on page 4						

FOR LABORATORY USE ONLY:

SAMPLE SCHEDULE:

Date samples received:		Time :		Temperature:	
Sample batch registration number:					
Samples received by: (Print name)		Signature:			
Date analysis commenced:		Date report completed:			

SAMPLE CONDITION:

Sample type:	Quantity:	Condition (indicate any deviations):

SAMPLE ANALYSIS REQUEST FORM

F01-P01
Edition: 08

Analysis requested					
Chemistry (water)					
Physical		Metals		Inorganic	
Parameter	Method ref	Parameter	Method ref	Parameter	Method ref
pH at 25°C	CH-METH-001	*Silver as Ag	CH-METH-020	Chloride	CH-METH-012
	CH-METH-071	Aluminum as Al	CH-METH-020		CH-METH-050
EC at 25°C	CH-METH-002	Arsenic as As	CH-METH-020	Fluoride	CH-METH-072
*Total Dissolved Solids	CH-METH-038	Boron as B	CH-METH-020	Ammonium as NH ₄	CH-METH-031
Suspended solids	CH-METH-003	Barium as Ba	CH-METH-020	*Ammonia as NH ₃	Calculation
*Turbidity	CH-METH-004	Beryllium as Be	CH-METH-020	Nitrate as NO ₃	CH-METH-010
*Colour	CH-METH-005	*Bismuth as Bi	CH-METH-020		CH-METH-050
*Odour	CH-METH-046	Calcium as Ca	CH-METH-020	*Nitrite as NO ₂	CH-METH-011
*DO	CH-METH-051	Cadmium as Cd	CH-METH-020	*Total Nitrogen	CH-METH-026
*Total Alkalinity	CH-METH-006	Cobalt as Co	CH-METH-020	Orthophosphate as PO ₄	CH-METH-032
*Total Hardness	CH-METH-039	Chromium as Cr	CH-METH-020	*Total phosphate as PO ₄	CH-METH-032
*Sum Cat/Anion	Calculation	Chromium as Cr(VI)	CH-METH-020	Sulphate as SO ₄	CH-METH-050
*SAR	Calculation	Copper as Cu	CH-METH-020	*Sulfur	CH-METH-020
*LSI	Calculation	Iron as Fe	CH-METH-020	*Silicon as Si	CH-METH-020
*RSI	Calculation	*Iron as Fe(II)	CH-METH-020	Free Cyanide	CH-METH-030
*PSI	Calculation	*Iron as Fe(III)	CH-METH-020	*Total Cyanide	CH-METH-030
		*Gallium as Ga	CH-METH-020	*Free Chlorine	CH-METH-035
		*Indium as In	CH-METH-020	*Total Chlorine	CH-METH-035
		*Lithium as Li	CH-METH-020	*Monochloramine	CH-METH-059
Organic		Magnesium as Mg	CH-METH-020	Bromide	CH-METH-050
Parameter	Method ref	Manganese as Mn	CH-METH-020		
COD	CH-METH-033	Molybdenum as Mo	CH-METH-020		
*Phenols	CH-METH-034	Nickel as Ni	CH-METH-020		
*SOG	CH-METH-040	Lead as Pb	CH-METH-020	Standard analysis	
*TPH	CH-METH-040B	Potassium as K	CH-METH-020	SANS 241- Chemistry	
*Total Organic Carbon	CH-METH-060	Sodium as Na	CH-METH-020	SANS 241 - Microbiology	
*Dissolved Organic Carbon	CH-METH-061	Antimony as Sb	CH-METH-020	SANS 241 - Parasites	
*Total Microcystin	CH-METH-055	*Selenium as Se	CH-METH-020	GlobalGap - Chemistry	
		*Tin as Sn	CH-METH-020	GlobalGap - Microbiology	
		Strontium as Sr	CH-METH-020		
Sub contracted		*Thallium as Tl	CH-METH-020		
Parameter	Method ref	*Titanium as Ti	CH-METH-020		
**THM	Sub contracted	*Uranium as U	CH-METH-020		
**BTEX	Sub contracted	Vanadium as V	CH-METH-020		
**TPH	Sub contracted	Zinc as Zn	CH-METH-020		
**BOD	Sub contracted	ICP Scan	CH-METH-020		
**TOX	Sub contracted				
**Brix	Sub contracted				
**Mercury as Hg	Sub contracted				
Other analyses/Comments – Specify					

* - Not SANAS accredited analysis

** - Sub contracted analysis

Laboratory Sample Batch registration number:.....Client signature.....

SAMPLE ANALYSIS REQUEST FORM

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Analysis requested					
Microbiology (water)		Microbiology (food / swabs)		Veterinary analysis	
Parameter	Method ref	Parameter	Method ref	Parameter	Method ref
Total Heterotrophic Count	MI-METH-002	Total Heterotrophic count	MI-METH-003	*Aerobic culture & ID	MI-METH-010
Total Coliform Count (Colilert)	MI-METH-011	Total Coliform count	MI-METH-030	*Anaerobic culture ID	MI-METH-010
<i>E. coli</i> Count (Colilert)	MI-METH-011	<i>E. coli</i> count	MI-METH-030	*Fungal culture ID	MI-METH-010
		<i>Enterobacteriaceae</i> count	MI-METH-068	*Antibiogram efficacy	MI-METH-099
Total Coliform Count (MPN)	MI-METH-001	Yeast & Mould count	MI-METH-019	<i>Trich foetus det</i>	MB-METH-002
Faecal Coliform Count (MPN)	MI-METH-001	* <i>Listeria</i> spp count	MI-METH-005B	<i>Camp fetus det</i>	MB-METH-005
<i>E. coli</i> Count (MPN)	MI-METH-001	* <i>Listeria</i> spp det	MI-METH-005C	Rosebengal Test	SR-METH-002
		<i>Listeria monocytogenes</i>	MB-METH-011	*Foetus examination	MI-METH-010
*Enterococci count	MI-METH-217	* <i>L. monocytogenes</i> count	MI-METH-005D	*Nematode egg count	PR-METH-001
* <i>Coliphage</i> count	MI-METH-100	<i>Salmonella</i>	MB-METH-006	* <i>Eimeria</i> oocysts	PR-METH-001
		<i>S. aureus</i> count	MI-METH-009	*Smear examination	MI-METH-211
* <i>L. monocytogenes</i> det	MB-METH-011	<i>E. coli</i> O157	MB-METH-004		
* <i>Enterobacteriaceae</i> count	MI-METH-068	<i>C. perfringens</i> count	MI-METH-045		
* <i>Salmonella</i>	MB-METH-006	* <i>Clostridium</i> spore count	MI-METH-045B		
		* <i>Lactobacillus</i> spp count	MI-METH-067		
* <i>Giardia</i>	MB-METH-009	* <i>Pseudomonas</i> spp count	MI-METH-022		
* <i>Cryptosporidium</i>	MB-METH-008	<i>Bacillus cereus</i> count	MI-METH-066		
		* <i>Campylobacter</i> spp det	MI-METH-069		
<i>V. cholerae</i>	MB-METH-001	*Thermo-acidophilic bacteria	MI-METH-015		
<i>Legionella</i>	MB-METH-003				
		*Microbiological identification	MI-METH-010		
		*Heat resistant organisms	MI-METH-003B		
		*Heat resistant yeast & mould count	MI-METH-019B		
		*Anaerobic count	MI-METH-003C		
		<i>Alicyclobacillus acidoterrestris</i>	MB-METH-007		

Other analyses/Comments – Specify:

Subcontracting- Telephonic Authorisation			
Personnel member who made the call:		Name of client person:	
Date of call:		Name of preferred subcontractor:	
Person giving permission for sub contracting:		Signature:	
Time of call:		Date:	

* - Not SANAS accredited analysis

NOTE: Accredited methods are matrix based, not all matrixes may be accredited. Please confirm with laboratory when completing this form that the matrix you are testing is accredited.

Laboratory Sample Batch registration number:.....Client signature.....

Author: L. Meyer	Reviewer: L. Meyer	Authorised by: M. Andrin	Reviewed Date: April 2026	Authorisation Date: 8 May 2026	Page 3 of 4
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SAMPLE ANALYSIS REQUEST FORM

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GENERAL AGREEMENT BY CLIENT

By undersigning page 1 of this agreement, the following:

1. I agree to, and fully understand the above mentioned required analysis as requested by myself.
2. In the event that my sample(s) are unsuitable for my preferred method, I agree that the laboratory can use an alternative accredited method of their choice to achieve the results.
3. I agree to the terms and conditions of the laboratory.
4. I agree to that in the unlikely event of the laboratory not being able to perform the requested analysis due to unforeseen reasons, I hereby give permission for the submission of the samples to an approved sub-contractor as stipulated in the laboratory's approved sub contractor list. In the case that I wish to appoint my own sub contractor, I shall stipulate the name of the sub-contractor to whom I wish the samples to be submitted, and by undersigning this clause, I take full responsibility for the analytical results of such sub contractor.
5. I agree that I have been made aware of the fact that the samples that I have submitted are not suitable for analysis as explained to me by the person receiving the sample, and that I still require analysis thereof, irrespective of the outcome of the analytical results (**This agreement is only applicable in cases in which the samples are not suitable for analysis according to our policy P-04).**
6. A description of the handling process for complaints shall be available to any interested party on request.

GENERAL TERMS AND CONDITIONS

General: 1.1 Analysis costs exclude transport to and from CVL.

1.2 For every urgent or emergency analysis, where results are required within a shorter period than usual (where possible), there will be a surcharge. Please enquire with the laboratory about this surcharge. 1.3 A sample preparation fee will be levied per batch of samples received. Please enquire with the laboratory about this fee. 1.4 Samples will be analysed as received and any special sample preparation (e.g. special filtration, decanting of supernatant, microbiological purification etc.) will be charged additionally. 1.5 An additional cost will be charged if sample pre-treatment is required depending on the sample matrix. 1.6 Where more than two dilutions are required, these will be considered as a separate sample and charged at the normal rate 75% of tariff per dilution. 1.7 In some instances, where sample matrix interferences result in a failure to obtain results, even though analysis was performed, the laboratory reserves the right to charge for the analysis. 1.8 Samples for microbiological analysis must be correctly taken in appropriate sterile container(s). 1.9 As CVL is closed over weekends, please ensure that samples for chemical analysis are submitted before 13h00 on a Friday. Analytical work on samples submitted on a Friday after 13h00 shall commence on the following Monday. Should emergency samples need to be analysed over weekends, there will be an extra charge for overtime work. Please direct queries in this regard to CVL. 1.10 Sampling containers can be supplied free of charge by prior arrangement. Containers returned broken or not returned will be charged.

1.11 Results will be e-mailed upon completion. No results will be given telephonically.

1.12 Reporting format will be given by the Technical Manager should the client not fully understand the content of the report.

1.13 All clients are encouraged to enquire regarding the method of choice performed by CVL for the special analysis. Clients, given arrangements have been made with management prior to visitation, are welcome to witness the analysis of their samples submitted and other laboratory activities. 1.14 Unless stipulated otherwise by the client, in the event that CVL cannot accommodate the required tests due to unforeseen reasons, CVL will submit the sample for subcontracting to one of its approved subcontractors. Informed consent from the client will however be made obtained to such a submission. CVL will not accept responsibility of results from subcontractors which have been appointed by the client.

1.15 Samples will not be stored long term, unless required by the client.

All microbiology samples will be kept for a minimum period of 3 days in the refrigerator (0-10°C) prior to disposal.

Chemistry samples will be preserved by the analysts as stated on the sample preservation: chemistry F04-P04 form. Samples will be retained for a minimum period of 14 days.

Veterinary samples - At the discretion of the TM/QM, permission for the immediate disposal of samples after testing and the completion of results reporting can be given based upon the availability of space as well as the risk assessment based upon the health hazard posed with the specific sample. Should the client request an extended period of sample retention time, this information will be documented on the sample request form.

Unregistered samples - Samples left at the reception without the accompanying sample analysis request form F01-P01 or accompanying instructions regarding analytical work shall be stored in a refrigerator and if customer does not give instructions regarding analytical work within two weeks after submission, the QM may discard the samples.

1.16 Complaints regarding sample analysis which includes results reporting, suspicious test results, etc should be made directly to the Technical Manager or Quality manager, preferably in writing. A formal complaint will be registered upon reception thereof, in which an investigation will be launched in order to determine the root cause of the complaint. A description of the handling process for complaints shall be available to any interested party on request.

1.17 The laboratory shall be responsible, through legally enforceable commitments, for the management of all information obtained or created during the performance of laboratory activities. The laboratory shall inform the customer in advance, of the information it intends to place in the public domain. Except for information that the customer makes publicly available, or when agreed between the laboratory and the customer (e.g. for the purpose of responding to complaints), all other information is considered proprietary information and shall be regarded as confidential.

1.18 When the laboratory is required by law or authorised by contractual arrangements to release confidential information, the customer or individual concerned shall, unless prohibited by law, be notified of the information provided.

1.19 Information about the customer obtained from sources other than the customer (e.g. complainant, regulators) shall be confidential between the customer and laboratory. The provider (source) of this information shall be confidential to the laboratory and shall not be shared with the customer, unless agreed by the source.

1.20 Personal information: We collect and process your personal information mainly for the purpose of reporting results, sharing general laboratory information and for invoicing. For this purpose we will collect contact details, including your email address, your name and/or company details and the address details.

We will use your personal information only for the purpose for which it was collected.

Usage of personal information includes:

To confirm, verify and update client details

To conduct customer satisfaction research

For SANAS audits and record keeping purposes (Samples submitted to the laboratory may also be used for SANAS auditing purposes)

In connection with legal proceedings

Providing communication in respect of regulatory matters that might affect our clients

Disclosure of information – Please refer to 1.17, 1.18 and 1.19.

Safeguarding of your information:

We are legally obliged to provide adequate protection for the personal information we hold and to prevent any unauthorised access and/or use of personal information. Policies and access control are in place to ensure this. Non-disclosure agreements are signed by any 3rd parties required to access information.

2. Payments: 2.1 CVL may elect to only commence the rendering of services and/or delivery of results, once the client has paid in full. Payment of the full amount outstanding by the client to CVL, is to be made at Polokwane, within 30 (THIRTY) days from date of invoice;

2.2 It is hereby specifically recorded that CVL is not a credit provider in terms of the National Credit Act 34 of 2005, ("the NCA") and the Client therefore undertakes to pay all accounts within 30 (THIRTY) days from date of invoice;

2.3 Should any amount not be paid by the Client on due date, then the Client agrees that, in terms of the provisions of the NCA, the Client shall be liable to pay interest at the prime overdraft rate as charged by Standard Bank plus 2 % (two percent) per annum thereon on all overdue amounts and the Client shall also be liable for all costs and charges (legal or otherwise) incurred to secure payment from same;

2.4 The Client shall not be entitled to claim set off or deduction in respect of any payment due by CVL to the Client;

2.5 CVL may appropriate all payments made by the Client to such accounts as CVL in its sole and absolute discretion decides.

3. Withdrawal of right to conduct analyses and deliver results on account:

CVL reserves the right to withdraw any right to conduct analysis and deliver test results on account granted by CVL to the Client, at any time and without prior notice to the Client and the nature and extent of such facilities shall at all times be in CVL's discretion. At all times however, CVL will not grant any credit facilities to any Client.

4. Orders: 4.1 All orders, including oral orders, shall be deemed to be orders to render a service and/or conduct analysis, and the Client shall provide CVL with an order number when placing any such order with CVL ;

4.2 Orders shall be subject to confirmation and acceptance by CVL and such acceptance shall be confirmed by the delivery of results and / or the rendering of service or confirmation in writing by CVL ;

4.3 Orders accepted by CVL, whether or not the order was verbal, or in writing, or whether or not accompanied by an order number, are irrevocable and shall not be varied or cancelled by the Client, except with the written consent of CVL ;

4.4 The Client accepts responsibility for payment for services rendered and results delivered whether or not the Customer has furnished CVL with an order number or not;

5. Delivery: 5.1 CVL shall have the right to suspend delivery of results and services if any amount due by the Client is unpaid; 5.2 Whilst every effort will be made to dispatch results and render services as advised, CVL does not guarantee dispatch on any specific date and shall not be liable for any damages for failure to effect delivery / dispatch timeously for any reason beyond CVL's control, including but not limited to, inability to secure labour, power, materials, equipment or supplies or by reason of an act of God, war, civil disturbance, riot, state of emergency, strike, lockout or other labour disputes, fire, flood, drought of legislation. The Client shall not be entitled to cancel any order by reason of such delay and time of delivery shall not be a material term of this agreement. 5.3 All clients are encouraged to familiarise them self with our various turnaround times. Should the maximum allowable turnaround times allowed, have lapsed, and no reports have been received it is the clients responsibility to follow up with the laboratory.

5.4 The laboratory will use the following decision rule when reporting a statement of conformity, this will only be reported if the client request it.

Binary simple acceptance decision rule

6. Legal Proceedings: 6.1 Regardless of the place of execution or performance under this contract of domicile of the Client, this agreement and all modifications and amendments hereof, shall be governed by and decided upon in accordance with the laws of the Republic of South Africa;

CVL shall, at its option and notwithstanding that the amount of its claim or the nature of the relief sought by it exceeds the jurisdiction of the Magistrate's Court, be entitled to institute action out of such count;

In the event of the Client breaching any of its obligations and / or failing to timeously make payment of any amount to CVL , the Client agrees to pay, and shall be liable to pay, all legal costs incurred by CVL on an attorney / own client scale including collection charges and tracing agent's fees;

A certificate under the hand of any member or Manager of CVL (whose authority needs not be proved), in respect of any indebtedness of the Client to CVL or in respect of any other fact, including but without limiting the generality of the foregoing, the fact that such analysis were done and the results were delivered and / or services rendered, shall be *prima facie* proof of the Client's indebtedness to CVL and *prima facie* proof of such other fact and *prima facie* proof of the goods sold and delivered and *prima facie* proof of the rendering of such services.

7. Warranties and Indemnities: 7.1 CVL disclaims all liability to the Client in connection with CVL's performance and of the Client's use of the results provided and the services rendered and in no event will CVL be liable by the Client for any damages whatsoever;

7.2 Any liability of CVL for breach of contract shall not exceed the aggregate of damages, costs, fees and expenses capable for being awarded to the Client, the total price due to be paid or already paid by the Client for the services rendered or results supplied;

7.3 The Client shall have no claim for any injury, loss or damage of any kind, suffered by the Client and / or any other person by reason of CVL failing to carry out its obligation in terms of this agreement and / or by reason of any defect in results supplied or services rendered by CVL to the Customer; 7.4 The Client indemnifies and holds CVL (including its employees, subcontractors, or subsidiaries) harmless against all whatsoever nature that may be brought or threatened against CVL or its employees by any third party arising from or in connection with any defect in any goods supplied or services rendered by CVL . **DISCLAIMER:** By making use of our services the client agrees that there is no conflict of interest with Capricorn Veterinary Laboratory.

Author: L. Meyer	Reviewer: L. Meyer	Authorised by: M. Andrin	Reviewed Date: April 2026	Authorisation Date: 8 May 2026	Page 4 of 4
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