

Standard Terms

These standard terms apply for all participants in Oneworld Accuracy programs provided by all Members of the Oneworld Accuracy Collaboration.

1. By placing your order or participating in programs, you agree to these standard terms.
2. Contact us for pricing. Prices include shipping charges for orders within the continental US and southern Canada. All other orders are subject to additional shipping charges. Prices exclude any applicable taxes, which are your responsibility.
3. Unless specified otherwise, payment is due net 30 days after receipt of our invoice. Overdue accounts may bear interest at the rate specified on our invoice. We reserve the right to require payment prior to shipment and to withhold shipments and/ or performance information for overdue accounts.
4. You may cancel programs for which we have not yet shipped samples by providing at least 60 days' notice before the test event open date by using our standard administration form. We will provide a credit note (or refund) of 90% of your purchase price pro-rated by remaining test events. Any annual registration fees are nonrefundable.
5. Samples may require import permits. You are responsible for obtaining all required import permits to ensure timely customs clearance and delivery. Contact your local authorities to determine import permit requirements.
6. You may request replacement samples by using our standard administration form. Missing samples or samples compromised during shipment will be replaced at our cost. Samples compromised due to missing or incomplete import permits or customs delays and samples compromised after your receipt will be replaced at your cost based on the prevailing program cost pro-rated by test events plus any applicable shipping charge.

7. Samples may contain pathogenic materials. You assume all risk and responsibility for the proper receipt, handling, storage, testing and disposal of samples and all associated reagents and consumables used in the testing process.
8. Samples, their progeny, unmodified derivatives or modifications thereof may not be transferred or incorporated into a product intended for sale.
9. You may exclude evaluation for a single test event by providing at least 60 days' notice before the test event open date by using our standard administration form. Exclusions do not qualify for a credit note (or refund).
10. We reserve the right not to offer programs with less than 10 participants by providing you notice and a full refund.
11. Our sole and exclusive liability arising from your sample set order shall be limited to a refund of your purchase price.