Tests available

- Quantitative analysis of phytocannabinoids
- Quantitative Analysis of Tetrahydrocannabinol (Total THC) in GC-FID
- Analysis of semi-synthetic cannabinoids (GC-FID and GCMS)
- Analysis/screening of synthetic and semi-synthetic cannabinoids (GCMS)
- Quantitative analysis of terpenes
- Quantitative moisture analysis | Thermogravimetry
- Microbiological analysis
- Multi-residual analysis
- Heavy metal analysis
- Analysis of residual solvents
- Mycotoxin analysis
- Analysis of Polycyclic Aromatic Hydrocarbons
- Analysis of dioxins and polychlorinated biphenyls (dioxin-like PCBs)
- Non-dioxin-like PCBs
- Analysis of phenols and polyphenols
- Peroxide number
- Nutritional analysis EU 1169/2011

Standard/express delivery 🚀

The standard time frame is for results to be delivered within 5 working days. Where do you see this?**symbol** (🚀),**Tests are available with express turnaround times.**This means that with a small additional expense, it is possible to guarantee priority treatment to the samples, shortening the entire analysis process. It is important to remember that the delivery times of the results are calculated from the arrival of the samples in the laboratory.

Pick up on site or shipping

It is possible to book the collection of samples at your premises. The booking can be made online, when requesting analysis on our website (portal)www.ambra.life. Otherwise, you can send an email to ritiri@ambra.life indicating: day of collection, bell/subject, address, postcode, municipality, province, contact person and telephone number. Collection can take place from the day after the request onwards, between 9 and 13 or between 15 and 17 with our partner courier (GLS). There is no need to put anything on the box, but to insert the order form inside.

Payment

LINK to Ambra Bank Details

- **ONLINE BOOKING:**you will receive the proforma invoice once you have completed the online order, along with the DDT to attach to the samples. You can pay immediately and to speed up the process in the laboratory, write an email with the accounting attached to amministrazione@ambra.life
- **OFFline booking:**you will receive the estimate when the samples arrive at the laboratory. Once paid, we invite you to send the accounting to amministrazione@ambra.life

Analysis of Phytocannabinoids in HPLC-UV 🚀

Speed, reliability and accessibility of testing.
Comprehensive screening of phytocannabinoids

Amount of sample needed

Solid/vegetable: 3g
Liquid/complex: 5ml

Analysis time

Standard: 4-5 working days
Express: 2-3 working days

Technical details

Cannabinoids: CBDVA, CBDV, CBDA, CBGA, CBG, CBD, THCV*, CBN*, D9THC, CBC, THCA (m/m %); HUMIDITY %

Costs

	Contract Type	**Standard**	**Express**
From 1 to 5 samples		57,50	69,90
Up to 20 samples	Entry level	45,50	59,50
Up to 50 samples	Advanced	37,50	49,90
Up to 100 samples	Business	33,50	42,90

Analysis of tetrahydrocannabinol in GC-FID 🚀

In line with quality control of authorities and customs.
Essential test for international trade and community regulations.

Amount of sample needed

Solid/vegetable: 3g
Liquid/complex: 5ml

Analysis time

Standard: 4-5 working days
Express: 2-3 working days

Technical details

Method: Community method for the quantitative determination of Δ9-Tetrahydrocannobinol in hemp varieties, Annex I to EU Regulation 1155/2017
Cannabinoids: D9THC (m/m %); HUMIDITY %

Costs

	Contract Type	**Standard**	**Express**
From 1 to 5 samples		67,50	79,90
Up to 20 samples	Entry level	55,50	69,50
Up to 50 samples	Advanced	47,50	59,90
Up to 100 samples	Business	43,50	52,90

Analysis of semi-synthetic cannabinoids (GC-FID and GCMS)

The content of semi-synthetic cannabinoids and other cannabinoids is determined by gas chromatography (GC), using a flame ionization detector (FID) and mass spectrometry (GC-MS). The analysis is based on the external standard method, with reference solutions to identify individual cannabinoids.

Amount of sample needed

Solid/vegetable: 3g
Liquid/complex: 5ml

Analysis time

10-14 working days

Technical details

Cannabinoids: CBG, CBC, CBN, CBD, Δ8-THC, Δ9-THC, CBL, CBE, Δ9-THCV, Δ8-iso-THC, R-HHC, S-HHC, R-HHCP, S-HHCP, d9-THCP, H4CBD(R), H4CBD(S)

Costs

	Cost per sample
From 1 to 5 samples	89,00
Up to 10 samples	79,00
Up to 20 samples	69,00

Analysis/screening of synthetic and semi-synthetic cannabinoids

Complete analysis of the main families of synthetic cannabinoids, divided according to their chemical structure and relevance on the market. Each class has specific characteristics, with molecules known for their activity on cannabinoid receptors, the power of the effects and the diffusion in the so-called "legal highs". Among these we find:

- Aminoalkylindoles (JWH Series), one of the first generations of synthetic cannabinoids, known for their initial wide diffusion - JWH-018, JWH-073, JWH-122, JWH-210, JWH-250
- Non-classical cannabinoids (AM Series), lacking the classic three-ring structure, but very potent - AM-2201, AM-694, AM-1248
- Classic cannabinoids (HU series), structurally similar to THC, with strong affinity for CB1 receptors - HU-210, HU-211
- Cyclohexylphenols (CP Series), compounds with high pharmacological activity, still detected in some illicit formulations - (±)-CP 47,497, (±)-CP 55,940
- Indazole and indole carboxamides, a newer family associated with very potent effects and often involved in new synthetic products - AB-FUBINACA, ADB-FUBINACA, AB-CHMINACA, ADB-CHMINACA, MAB-CHMINACA, ADB-PINACA, AB-PINACA, MDMB-CHMICA, (R)-5-fluoro ADB, 5-fluoro CUMYL-PINACA, 5-fluoro AMB, 5-fluoro ABICA, 5-fluoro CUMYL-PICA, 5-fluoro SDB-006, 5-fluoro MDMB-PICA, 4-fluoro MDMB-BUTINACA, MDMB-4en-PINACA, 4-fluoro MDMB-BUTICA, CUMYL-PeGACLONE, ADB-BUTINACA, ADB-4en-PINACA, 5-fluoro EDMB-PICA, ADB-HEXINACA
- Adamantil cannabinoids, recognizable by the presence of the adamantane group, which increases their stability and activity - APINACA (AKB48), 5-fluoro AKB48, AKB48 N-(4-fluorobenzyl) analogue, 5-bromo APINACA, ATHPINACA isomer 1, CUMYL-NBMINACA.
- Quinolinyl and naphthoylindoles, older molecules but still present in some illicit substances - PB-22, 5-fluoro PB-22, FUB-144, UR-144, XLR-11
- Benzoylindoles and related structures, less common but with strong activity and increasing regulatory attention - CUMYL-PINACA, CUMYL-PICA, 5-fluoro CUMYL-P7AICA, CUMYL-P7AICA, 4-cyano CUMYL-BUTINACA, CUMYL-CH-MeGACLONE.
- Brominated and fluorinated cannabinoids, known for their higher potency and difficulty in detection: 5-fluoro EMB-PICA, MDMB-5Br-INACA, ADB-5Br-INACA, 5,3-ADB-4en-PFUPPYCA, ADB-5'Br-PINACA
- Other emerging compounds, which do not fall into the previous categories but are emerging in the synthetic psychoactive substances market - RCS-4, MDA 19, BZO-POXIZID, 5-fluoro 7-APAICA, ADB-FUBIATA.

Amount of sample needed

Solid/vegetable: 3g
Liquid/complex: 5ml

Analysis time

10-14 working days

Costs

	Cost per sample
From 1 to 5 samples	119,00
Up to 10 samples	99,00
Up to 20 samples	89,00

Quantitative analysis of terpenes 🚀

Quantitative analysis of terpenes for a unique product characterization. An essential upgrade for a high level quality control.

Amount of sample needed

Solid/vegetable: 3g
Liquid/complex: 5ml

Analysis time

Standard: 4-5 working days
Express: 2-3 working days

Technical details

Method: IST17-REV00 2021
Terpenes: 3,7-dimethyl-1,3,6-octariene, 3-carene, 4-isopropyltoluene, alpha pinene, alpha terpinene, alpha terpinolene, alpha-humulene, beta pinene, bisabol, camphene, d -limonene, geraniol, g -terpinene, neropuryllolidone, gualyolidol trans-caryophyllene (m/m %).

Costs

	Contract Type	**Standard**	**Express**
From 1 to 5 samples		69,90	82,90
Up to 20 samples	Entry level	59,50	72,50
Up to 50 samples	Advanced	52,50	65,90
Up to 100 samples	Business	48,50	59,90

Quantitative moisture analysis | Thermogravimetry 🚀

Evaluation of residual humidity on the plant sample arriving in the laboratory, carried out using a thermobalance.

Amount of sample needed

Solid/vegetable: 3g

Analysis time

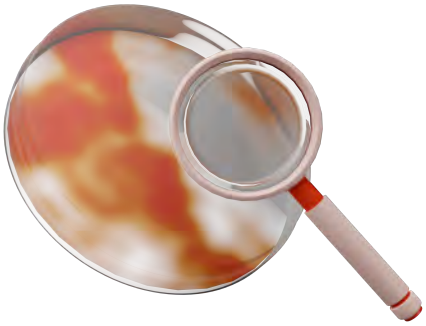
Standard: 4-5 working days
Express: 2-3 working days

Costs

	Contract Type	**Standard**	**Express**
From 1 to 5 samples		30	35
Up to 20 samples	Entry level	25,50	30,50
Up to 50 samples	Advanced	20,50	25,50
Up to 100 samples	Business	15,50	20,90

Microbiological analysis

Aerobic mesophilic bacteria and molds, Escherichia coli, Staphylococcus aureus, Pseudomonas aeruginosa, Enterobacteriaceae



Amount of sample needed

Solid/vegetable: 25g
Liquid/complex: 25ml

Analysis time

5-6 working days

Costs

Specific parameters

Specific microbiological parameters	**Method**	**Cost**	**COMPLETE Microbiological Analysis**
Microorganism count	UN EN ISO 4833 1:2013	8	55€
Escherichia Coli Count	UNI ISO 16649-2: 2010	11	
Enterobacteriaceae Account	ISO 21528-2:2017	8	
Yeast and mold count	ISO 21527-2:2008	8	
P. Aeruginosa Count*	CCFRA MET 2.5.2:2003	11	
S. Aureus Account	UNI EN ISO 6888-2:2021	11	
Salmonella Research	UNI EN ISO 6579-1:2020	11	

Multi-residual analysis

What is left of cultivation and processing in your products? All those unwanted substances that you do not want to find too late.

Amount of sample needed

Solid/vegetable: 25g
Liquid/complex: 25ml

Analysis time

6 working days

Technical details

See the complete list of analytes at **THIS LINK**

Costs

Parameters Wanted	Method	Cost
See the full list -**LINK**	See the full list -**LINK**	145

Heavy metal analysis

Lead, Cadmium, Mercury, Arsenic, Tin and Nickel.
The main metals whose concentration is essential to evaluate in a convenient and economical package

Amount of sample needed

Solid/vegetable: 10g
Liquid/complex: 20ml

Analysis time

10 working days

Costs

Parameters Wanted	Method	Cost
Arsenic (as)*; Cadmium (Cd)*; Mercury (Hg)*; Nickel (Ni)*; Lead (Pb)*	EU PHARMA 07/2014:20427	45

Analysis of Residual Solvents

Volatile organic chemicals used or produced in the manufacture of drug excipients or pharmaceutical products

Amount of sample needed

Solid/vegetable: 10g
Liquid/complex: 10ml

Analysis time

6 working days

Costs

Parameters Wanted	Method	Cost
Toluene; Dichloromethane; Methyl acetate; Acetone; Benzene; Butan-1-ol; Butan-2-ol; Butyl acetate; Cyclohexane; Hexane; Ethanol; Diethyl ether; Ethyl acetate; Ethyl methyl ketone; Methanol; Methyl-1-propanol; Propan-2-ol; Propanol; Chloroform (trichloromethane)	MP/C/827 rev 0 2013	105

Mycotoxin Research

Structurally related metabolites produced by some fungi; A health risk, given the uses associated with the product. Known for their genotoxic and carcinogenic properties. Typically ochratoxin and aflatoxin testing is done together.

Amount of sample needed

Solid/vegetable: 10g
Liquid/complex: 10ml

Analysis time

4 working days

Costs

Parameters Wanted	Method	Cost
Ochratoxin (OTA), Aflatoxin B1; Aflatoxin B2; Aflatoxin G1; Aflatoxin G2; Total aflatoxins	EN 17424:2020	105

Analysis of Polycyclic Aromatic Hydrocarbons

Group of organic compounds, mostly non-volatile, which in indoor air are found partly in the vapor phase and partly adsorbed on particulate matter.

Amount of sample needed

Solid/vegetable: 10g
Liquid/complex: 10ml

Analysis time

5 working days

Costs

Parameters Wanted	Method	Cost
Benzo[a]anthracene; Benzo[a]pyrene; Benzo [b]fluoranthene; Benzo[e]pyrene; Benzo [g, h, i] perylene; Benzo [k]fluoranthene; The crises; Dibenzo [a, h] anthracene; Indeno [1,2,3-c,d]pyrene; PAH - somma di: Benzo [a] pyrene, Benzo [a] anthracene, Benzo [b] fluoranthene, Crisene	MP/C/39 rev 2 2019	120

Analysis of dioxins and polychlorinated biphenyls (dioxin-like PCBs)

Dioxin-Like PCBs are PCB congeners that exhibit toxicological activity similar to that of dioxins by interacting with the Ah receptor (Aryl hydrocarbon receptor). They are measured in pg/g (picograms per gram) and their toxicological contribution is expressed in WHO-TEQ (Toxic Equivalents) according to the WHO equivalence factors (WHO-TEF 2005).
The analysis also includes dioxins and furans (PCDD/F), for a comprehensive risk assessment

Amount of sample needed

Solid/vegetable: 10g
Liquid/complex: 10ml

Analysis time

8 working days

Costs

Parameters Wanted	Method	Cost
See the full list -LINK	See the full list -LINK	550

Non-dioxin-like PCBs

Non-dioxin-like PCBs (Non-Dioxin Like PCBs) are PCB congeners that do not activate the Ah receptor and do not exhibit the same toxicity as dioxins. However, they are still considered environmental contaminants of concern to human health.
The analysis focuses on indicator congeners (ICES-6), such as PCB 28, 52, 101, 138, 153 and 180, and is expressed in ng/g (nanograms per gram).

Amount of sample needed

Solid/vegetable: 10g
Liquid/complex: 10ml

Analysis time

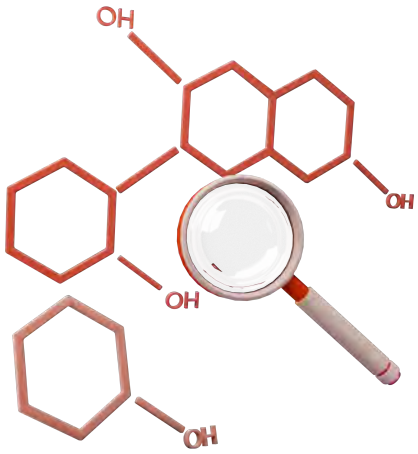
8 working days

Costs

Parameters Wanted	Method	Cost
See the full list -LINK	See the full list -LINK	130

Polyphenol analysis

Flavonoids, tannins, lignins, etc. Produced by plants, bacteria, fungi and animals. Important in the pharmacological and food fields



Amount of sample needed

Solid/vegetable: 10g
Liquid/complex: 10ml

Analysis time

6 working days

Costs

Parameters Wanted	Method	Cost
Total Polyphenols	MP/C/01 rev 10 2018	80

Peroxide Number

The determination of the peroxide value is a chemical analysis used to evaluate the primary oxidation index in oils and fats, i.e. the quantity of peroxides and hydroperoxides formed during the early stages of lipid rancidity.

This analysis is essential to evaluate the freshness, stability and oxidative quality of fatty materials, such as vegetable oils, butters or lipophilic extracts.

Amount of sample needed

Solid/vegetable: 10g
Liquid/complex: 10ml

Analysis time

6 working days

Costs

Parameters Wanted	Method	Cost
Total Polyphenols	COI/T.20/Doc n 35/rev 1 2017	25

Nutritional analysis EU1169/2011

Nutritional analysis according to EU Regulation 1169/2011 provides mandatory information on the nutritional content of foods, which is essential for correct labelling and consumer protection.

This analysis determines the main nutritional values per 100 g or 100 ml of product, including: energy value (kcal/kJ), total fat, saturated fat, carbohydrates, sugars, proteins and salt.

Analysis is essential to ensure transparency, regulatory compliance and clear communication to the end consumer.

Amount of sample needed

Solid/vegetable: 10g
Liquid/complex: 10ml

Analysis time

7 working days

Costs

Parameters Wanted	**Method**	**Cost**
Moisture %	ISTISAN Report 1996/34 p 7 Also B	195
Ash %	Rapporti ISTISAN 1996/34 pag 77	
Total fat %	MP/C/66 rev 1 2022	
Total saturated fatty acids %	COI/T.20/Doc n 33/rev 1 2017	
Energy value	Reg UE 1169/2011 25/10/2011 TO UE L 304/18	
Carbohydrates (by calculation) %	From Calculus	
Galactose %	MP/C/09 rev 9 2023	
Glucose %	MP/C/09 rev 9 2023	
Fructose %	MP/C/09 rev 9 2023	
Sucrose %	MP/C/09 rev 9 2023	
Lactose %	MP/C/09 rev 9 2023	
Malt %	MP/C/09 rev 9 2023	
Total sugars (by calculation) %	MP/C/09 rev 9 2023	
Protein (from total N calculation x 6.25) %	MP/C/35 rev 6 2024	
Salt (Sodium x 2.5)(by calculation) %	MP.C.57 rev 6 2024	

GENERAL CONDITIONS OF THE OFFER

1. SUBJECTS AND DEFINITIONS
For the purposes of the contract, the following shall apply:
"Ambra Life srl": hereinafter referred to as "AL" with registered office in Siena – Strada di Petriccio e Belriguardo tax code and VAT number 01504290527;
"Customer": the legal entity, public or private, identified in the personal details section of this contract, which requests AL to provide certain services, as better described in the subject of the offer, to which these general conditions apply;
"Services": testing/technical assistance activities or other services performed by AL, as specified in the contractual documents;
"Offer": the proposal formulated by AL and communicated in writing to the customer, accompanied by these general conditions and the applicable regulation(s) in relation to the service(s) offered. Execution orders formulated directly by the Customer are also to be considered contracts, if they directly refer to the specific offer issued by AL and recall the specific conditions contained therein. The general conditions are also available in paper form at the AL headquarters.
2. SUBJECT
2.1 These General Conditions regulate exclusively the services offered by AL as defined in the contract, any service not specified therein being expressly excluded, even if it is the subject of verbal negotiations. In any case, sending samples to AL, after the offer, even before the offer is signed for acceptance, is to be understood as acceptance of the offer itself and of these general supply conditions.
2.2 AL, during the execution of the services, reserves the right to make, at its discretion, any changes that may be necessary for a better execution of the service, or imposed by changes to the reference regulatory documents.
2.3 Any changes requested by the Customer in AL's services will be assessed by AL from time to time and specific written agreements will be made between the parties.
2.4 The contract cannot be transferred to third parties by the Customer without the written consent of AL.
3. ACCESS TO INFORMATION
3.1 The Client must provide all necessary support for the conduct of the activity which is the object of the contract, including the provision of all documentation relating to allowing access to all areas where activities relevant to the object of the contract are carried out.
3.2 The Customer is responsible for any deficiencies and/or inaccuracies in the information provided to AL and/or in the documentation transmitted.
3.3 The Customer is responsible for the failure to cooperate on his own behalf and/or that of his assistants and/or third parties.
4. TERMS AND CONDITIONS
4.1 AL and the Customer undertake to comply with the provisions of the contract, the individual regulations and the periodic revisions thereof, available to the Customer, according to the procedures established by AL
4.2 The duration and terms of the execution of services requested from AL are to be understood as indicative and not binding for AL; in any case, nothing will be owed to the Customer in the event of late release of certificates or test reports.
5. CONSIDERATION
5.1 The fee owed by the Customer for the services provided by AL is established on the basis of the price list in force and is indicated in the offer which forms an integral part of these general conditions.
5.2 AL will have the right to charge the Customer for all additional costs incurred, not attributable to the offer/order, which may be caused by inaccuracies and/or deficiencies and/or lack of collaboration on the part of the Customer, its assistants or third parties appointed by the Customer.
5.3 The amounts are net of Value Added Tax (VAT).
6. PAYMENT
6.1 Payment of invoices is strictly due within 30 days from the invoice date, by bank receipt, unless otherwise specified in the offer.
6.2 In the event of late or failed payment of invoices at the agreed due dates, AL, without prejudice to the right referred to in the following points 15.1 (termination of the contract) and 15.2 (suspension of activity), will apply default interest pursuant to Legislative Decree no. 231 of 9.10.2002
6.3 In the event that the customer cancels a scheduled activity within 20 working days prior to the agreed date, AL reserves the right to charge the amount of the scheduled activity.
6.4 In the event that the Customer cancels the analytical service after the start of the tests, AL will charge the entire amount of the requested analyses.
6.5 The Customer may not suspend payment of invoices for services provided by AL, due to alleged irregularities in this contract; in particular, contesting individual amounts indicated in the invoice does not in any way entail suspension of payment of the invoice itself.
7. RESPONSIBILITY
7.1 AL is not responsible for the representativeness of the sample to the reference lot and/or the context in which it was taken, as the sampling is carried out by the Customer, and therefore on the sample supplied by the same; similarly, AL is not responsible for the truthfulness of the information provided by the Customer.
7.2 AL is not liable, except in the case of fraud, for its employees or collaborators in relation to the service provided:
a) for damages or losses suffered by the Customer or third parties caused during the performance of the testing activities;
b) if it is unable to fulfill its commitments due to unforeseeable and unavoidable events and circumstances;
c) if the test reports are not recognized by third parties as valid;
7.3 AL will be held harmless and indemnified, even towards third parties, for any damage - direct and indirect - caused by the Customer's workforce or by third parties assisting it, by irregular functioning of the Customer's equipment, systems, machinery or in any case for any fact attributable to the Customer himself.
7.4 AL will be liable for any direct damages suffered by the Client if a final, unappealable arbitration decision is issued, which establishes that the damages are a direct consequence of AL's fraudulent or grossly negligent conduct in the performance of the services covered by the contract, excluding any direct and/or consequential damages. AL's liability will in any case be limited to the value of the individual contract.
7.5 AL shall not be liable for any claim not based on wilful misconduct or gross negligence, including in relation to its Legal Representatives, and/or Employees and/or collaborators.
8. RIGHT TO USE EXTERNAL RESOURCES AND SUBCONTRACTING
8.1 In carrying out the services covered by the contract, AL may avail itself of both its own personnel and external parties operating on its behalf.
AL may subcontract tests or sampling activities to third parties, whose competence in carrying them out has been previously verified by AL.
In case of the extemporaneous need to perform externally parameters usually analyzed within the Laboratory, the customer will be contacted and informed to request explicit written consent.
In any case, acceptance of the offer constitutes to all intents and purposes the Client's consent to the subcontracting of the requested tests.
AL assumes responsibility towards the customer for the outcome of the subcontracted tests as specified in this document regarding the tests produced internally.
9. CONFIDENTIALITY AND PRIVACY PROTECTION (EU Reg. 679/2016)
9.1 The Customer declares to have received the privacy information, as per art. 13 of EU Reg. 679/2016 and releases in favor of AL, to the extent that this is due, consent to the processing of his/her data in accordance with the legislation in force on privacy and protection of personal data. Such data may be used by AL and its collaborators in the context of the requested services, as well as for purposes instrumental to the latter.
9.2 The Client declares and guarantees that all information that is communicated or of which AL will in any case become aware during the execution of the service, is within the power to be communicated to AL; therefore, in the event of a dispute or action by a third party, the Client himself will consider AL exonerated and harmless from prejudicial consequences.
9.3 AL ensures that the technical information, production methods and all other information considered confidential acquired during the activities related to the services provided are treated confidentially and therefore used only for the purposes of the execution of the contract.
9.4 The above restrictions, however, shall not apply to AL, with respect to any information which is or becomes public knowledge, through no fault of AL.
9.5 In order to guarantee the confidentiality of the AL personnel involved in the above activity, they sign a formal commitment to confidentiality.
9.6 The obligation contained in this article will remain fully valid during the term of the contract and for a period of 2 years after the date of its conclusion.
9.7 AL and the Customer are obliged not to disclose to third parties the documentation relating to this contract, as well as any other information that may arise from the contract itself; all this, even after the possible termination of the relationship.
10. HEALTH AND SAFETY PROTECTION
10.1 The customer is required to provide AL with the necessary information on the specific risks existing in the work environment in which AL and its collaborators will carry out the activities referred to in the contract, as well as on the prevention and emergency measures adopted. Furthermore, the Customer undertakes to coordinate and cooperate with AL for the purposes of compliance with the prevention and safety regulations referred to in Legislative Decree 81/08.
10.2 The Customer will also be responsible towards AL staff for any violation of the provisions of this article.
11. RIGHT OF PROPERTY
The ownership rights of the test reports, analysis results, calculations, appraisals, consultancy and all technical documentation drawn up by AL remain with the latter. The Customer, under his own exclusive responsibility, has the right to use the above-mentioned documentation only for the purpose for which it was issued.
12. ANALYSIS LABORATORIES
For the execution of the services, AL uses its own Analysis Laboratories, at the medicinal research center of the Fondazione Toscana life sciences, in strada del Petriccio e Belriguardo 35, 53100 Siena SI. For subcontracted services it uses the laboratories of Vismederi Life Sciences srl, Via franco Ferrini 53, Loc. Tognazza 53035 Monteriggioni-Siena and P.H. srl, Barberino di Tavarnelle (FI)
13. PERFORMANCE OF ANALYSES
13.1 Sample delivery and safety: sampling is always the responsibility of the customer or his representative, who must ensure that the samples arrive at the laboratory intact and in conditions that guarantee the safety of the operators who receive them. The customer is responsible for packaging the sample, which must be prepared in containers suitable for transport.
AL staff, upon customer request, is available to provide information on how to collect and store samples taken by the customer until they arrive at the Laboratory.
If the sample is delivered directly by the customer or by his representative, AL declines all responsibility for the sampling, transport and delivery methods of the sample until it arrives at the Laboratory and the related information is reported in the Test Report as communicated by the customer and under his responsibility.
The Client has the obligation to inform AL of the risks inherent in the material to be analyzed, identifying the dangers connected to it; it also has the obligation to effectively report to AL the correct method of managing the samples (elimination, reduction, protection).
13.2 Sample acceptance and analysis start date: in general and unless otherwise expressly established and/or regulated, the analysis will begin from sample acceptance within 1 working day of receipt of the samples, without prejudice to AL's obligation to ensure suitable sample conservation treatments. "Acceptance" means the acceptance of the material to be analyzed by AL personnel.
13.3 Storage of the sample, counter-sample (or reserve sample) and residual sample: from the moment of receipt of the samples to be examined, AL guarantees their storage in a manner suitable for maintaining their chemical and physical conditions. Unless otherwise agreed, AL acquires ownership of the delivered sample; the Customer cannot claim the return of the same or of what remains after the analysis, unless explicitly requested in writing. The residue from non-perishable samples subjected to analysis (residual sample) is stored for a period of 5 days from the date of completion of the analyses and the issue of the Test Report (term which coincides with the sending of the analytical results).
Any counter-sample (or reserve sample) is stored by AL in a manner suitable to guarantee the maintenance of its original chemical-physical conditions, for a period prescribed by current regulations or 2 months from acceptance of the sample. After the indicated period, AL has the right to destroy the counter-sample or to confer it to third parties for appropriate disposal.
13.4 Execution of analyses: AL, in carrying out the tests, will use the methods specified in the offer, identifying in an unquestionable manner the professionals responsible for satisfying the customer's requests in relation to production.
13.5 Technical Notes: Opinions and interpretations, if present in the test report, will be reported in a specific space.
Conformity assessments, unless agreed with the customer or required by law, are issued without taking into account the value of measurement uncertainty.
13.6 Test Reports: The results of the analyses are reported in the Test Report. AL is responsible only for the analytical results relating to the samples being analysed.
Test reports are issued in a single copy by AL, in electronic form and digitally signed.
The release of any duplicates in paper format, upon request of the Customer, may be subject to a separate charge. Test reports are issued in accordance with the general regulations on accreditation of laboratories. The format of the test report is predefined by the AL Laboratory or agreed with the customer, in

case of particular needs. All information can be requested from the laboratory which is available to prepare any type of test report the Customer needs. The issuing of test reports according to formats corresponding to the Customer's specifications must be requested in writing; if such customization is permitted by the general regulations on accreditation of testing laboratories and is technically possible, it constitutes an additional service, the price of which will be agreed in advance with the Customer. Unless otherwise agreed, test reports are delivered to the Customer by electronic mail.
Upon express request of the Customer, which must be formulated before acceptance of the sample by the laboratory, test reports can be sent by means other than electronic means (ordinary mail, fax, etc.); this service, to be considered ancillary, may be the subject of a separate charge.
Duplication, even partial, of the test reports is prohibited without the prior written authorization of AL.
The Laboratory keeps an electronic copy of the Test Reports for 48 months.
Any other request from the Client connected to the issuing of the Test Report (opinions, interpretations, reports, comments, comparisons with the limits of the law and/or specifications, etc.) constitutes an additional service and may be the subject of a separate charge.
All information contained in the test report refers exclusively to the material subjected to analysis and to the parameters analyzed and does not constitute inspection and/or product certification. AL allows the customer to attend the execution of the tests relating to their samples, only after explicit written request addressed to the Laboratory Manager and in the protection of confidentiality towards other customers.
13.7 Technical Reports: AL is responsible for the technical content. The technical report is issued in a single copy, in paper format. As for the Test Reports, the release of any duplicates or sending in a manner other than paper, upon request of the customer, may constitute the subject of a separate charge.
Duplication, even partial, of the reports is prohibited without the prior written authorization of AL.
13.8 Identification of test methods: upon request of the customer, AL provides clarifications on the methods and procedures that have been used for the provision of the service. Specific requests in relation to the test methods (e.g. use of alternative methods to those proposed by the Laboratory) must be agreed in writing before acceptance of the sample.
14. COMPLAINTS
14.1 AL does not accept written complaints after 8 (eight) days from the date of receipt of the Test Report or Technical Report. Different terms of forfeiture must be previously agreed in writing.
14.2 If the complaint concerns the request for repetition of the analysis of one or more analytical parameters reported in the Test Report, the replication carried out, if possible and confirming the first data, will be subject to a separate charge.
14.3 Complaints must be formalised on the delivery document issued by AL.
15. TERMINATION AND SUSPENSION OF EXECUTION
15.1 AL will have the right to terminate the contract pursuant to and for the purposes of art. 1456 of the Civil Code, by sending the Customer a written communication by registered mail with return receipt (which it reserves the right to anticipate by fax) or by certified email, in the following cases:
a) the Customer is late in paying the sums due (art.6) for a period exceeding 15 days; in the case of periodic services, AL will have the right to suspend the execution of the services still to be performed until payment has been made;
b) the Customer is in breach of the contractual obligations undertaken pursuant to art. 2.5 (prohibition of assignment of the contract); 10 (Protection of health and safety), of these conditions;
c) the Client becomes notoriously insolvent towards its creditors, the business ceases or is placed into liquidation or admitted to composition, whether judicial or extrajudicial, or is declared bankrupt.
In the event of termination of the contract, all amounts paid by the Customer will be definitively acquired by AL. The Customer must also immediately pay the amounts indicated in the invoices issued, without prejudice to the right of AL to request in addition, as a penalty, an amount equal to 25% of the amount of the offer. The right to compensation for greater damages remains intact.
15.2 AL will however have the right to suspend the execution of the contract in the following cases:
a) the Customer is late in paying the sums due (art.6) for a period exceeding 15 days;
b) the Customer fails to inform AL promptly of any actions, of any kind, by the Public Authority, and/or ongoing legal/judicial and/or criminal proceedings, accidents or serious injuries
- third parties involved by the Data Controller for the management, organization and administration of products and services;
- other subjects to whom the data may be communicated, who can be classified as independent Data Controllers;
Personal data will not be disclosed.
4. Data processing methods
The processing of personal data collected takes place using the following tools (in order to guarantee the security and confidentiality of the data collected, as well as full compliance with the law): paper; computerized/telematic;
5. Period of retention of personal data
The data will be stored for the periods defined by the relevant legislation, which are specified below pursuant to art. 13, paragraph 2, letter (a) of the EU Regulation. Personal data will be stored for the duration of the processing carried out. The five-year or ten-year terms of storage of documents and related data of a civil, accounting and tax nature as required by the laws in force remain unchanged.
Pursuant to art. 13, paragraph 1, letter (f) of the EU Regulation, we inform you that all data collected will not be transferred to a third country or to an international organization either within or outside the European Union.
6. Exercise of rights by the interested party
Pursuant to Articles 13, paragraph 2, letters (b) and (d), 15, 18, 19 and 21 of EU Regulation 2016/679, the interested party is informed that:
a) he has the right to ask the Data Controller for access to personal data, the rectification or erasure of the same or the limitation of the processing concerning him or to oppose their processing, in addition to the right to data portability;
b) he has the right to lodge a complaint with the Data Protection Authority, following the procedures and indications published on the Authority's official website onwww.garanteprivacy.it;
c) any corrections or cancellations or limitations of the processing carried out at the request of the interested party, unless this proves impossible or involves a disproportionate effort, will be communicated by the Data Controller to each of the recipients to whom the personal data have been transmitted. The Data Controller may communicate to the interested party these recipients if the interested party requests it.
Articles 15 to 23 of the EU Regulation can be consulted at this link:http://eur-lex.europa.eu/legal-content/IT
7. Possibility of complaint to the supervisory authority
The interested party is informed that he/she has the right to lodge a complaint with the supervisory authority (Privacy Guarantor). For further information, consult the institutional website of the Privacy Guarantor www.garanteprivacy.it <http://www.garanteprivacy.it>.
Owner and data controller
The data controller is Ambra Life srl
affecting the management system/product/service/process which is the object of the services provided by AL;
c) the Customer violates the provisions contained in art.10 (Health and Safety protection).
16. COMPETENT FORUM
All disputes arising from the following contract will be resolved by ritual arbitration according to the Arbitration Rules of the Siena Chamber of Commerce. The Arbitration Tribunal will be composed of a sole arbitrator, appointed in accordance with the Rules of the Chamber of Commerce, and will decide according to law in compliance with the mandatory provisions of the Civil Procedure Code. If the dispute concerns a credit of an amount greater than Euro 50,000.00 (fifty thousand/00), the Arbitration Tribunal will be composed of a panel of 3 Arbitrators, 2 of whom are appointed, each, by each party and the third, acting as President, appointed by mutual agreement of the two arbitrators already appointed or, in the absence of agreement, by the Siena Chamber of Commerce. The law applied will in any case be Italian law.
17. FINAL PROVISIONS
17.1 These general conditions may be subject to modifications made necessary by subsequent provisions of law and/or regulations.
No modification shall be effective unless approved in writing by the parties. Any delay or omission by either party in asserting any right or exercising any right shall not be construed as a waiver of the power to assert or exercise it at any time thereafter.
17.2 The nullity and/or invalidity and/or ineffectiveness of conditions or clauses or part thereof, contained in these general conditions does not imply the invalidity and/or nullity and/or ineffectiveness of the other clauses or conditions. The null and/or invalid and/or ineffective conditions or clauses or part thereof will be automatically replaced by valid and effective conditions or clauses taking into account the purpose and will of the parties.
17.3 The Customer undertakes to indicate, already at the time of acceptance of the offer, the email address and the ordinary mail address, the telephone and fax number, the name of the contact person to whom AL will send all communications and official documents with full legal and contractual value. Any change in such data will not be enforceable unless promptly communicated to AL, in writing.

The signing of this form and/or the completion and signing of the order form and/or the acceptance of Offers and Estimates, also imply the approval, confirmation and signing of these general conditions, including the details on Privacy.

Details on the Privacy Policy
AL, as Data Controller of personal data, pursuant to art. 4, (n. 7) and 24 of EU Regulation 2016/679 of 27 April 2016 on the protection of natural persons with regard to the processing of personal data (hereinafter, "EU Regulation"), informs you pursuant to art. 13 of the EU Regulation that it is the controller of your personal data and that it will process them for the purposes and in the manner indicated below.
By processing of personal data we mean any operation or set of operations, performed with or without the aid of processes automated and applied to personal data or sets of personal data, such as collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.
We therefore inform you that such data will be processed manually and/or with the support of computerised or telematic means for the following purposes.
DATA PROCESSING
1. Data for which provision is requested
The personal data provided by the interested parties (customers) and subject to the processing described in more detail below are:
a) Contact details; b) telephone and/or fax number; c) email address and certified email address; d) VAT number
2. Purpose of the processing
The processing of personal data requested from the interested party is carried out for the following purposes:
1) establishment and management of the contractual relationship; 2) execution of contractual and legal obligations (accounting and tax); 3) fulfillment of requests for commercial information on products and services; 4) fulfillment of orders;
The legal basis for the processing is the desire to complete the contract.
The processing is necessary for the pursuit of the legitimate interest of the data controller to comply with the contractual obligations described between the parties.
The lawfulness of the processing is based on the execution of the contract and compliance with legal obligations.

3. Recipient or category of recipients to whom the data may be communicated
The data may be communicated to any other third party when communication is mandatory by law or to correctly fulfill services provided for by the Regulation. With reference to art. 13, paragraph 1, letter (e) of the EU Regulation, we proceed to indicate the subjects or categories of subjects who may become aware of the user's personal data as managers or agents and a specific list by category is provided below:
- personnel and/or collaborators of the Data Controller, appointed as data processor;

DATA

_____

COMPANY

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