


## Tests available

- [Quantitative analysis of phytocannabinoids by HPLC-UV](#)
- [Quantitative analysis of tetrahydrocannabinol \(total THC\) by GC-FID](#)
- [Quantitative analysis of terpenes](#)
- [Quantitative moisture analysis | Thermogravimetry](#)
- [Microbiological analysis](#)
- [Multiresidual analysis](#)
- [Heavy metal analysis](#)
- [Analysis of residual solvents](#)
- [Mycotoxin analysis](#)
  - Search for ochratoxins
  - Aflatoxin research
- [Analysis of polycyclic aromatic hydrocarbons](#)
- [Analysis of dioxins and polychlorinated biphenyls \(PCBs\)](#)
- [Analysis of phenols and polyphenols](#)

## Standard/express timing

Where you see this **symbol** () , **tests are available with express timing**. It means that with a small additional expense, it is possible to guarantee samples priority treatment by shortening the entire analysis process by 1 or 2 working days. It is important to remember that the delivery times of the results are calculated starting from the arrival of the samples in the laboratory. The standard timeframe instead provides for the delivery of results within 5 business days

## Local pickup

It is possible to book the collection of samples at your location. The reservation can be made online, at the time of the request for analysis on our website (portal) [www.ambra.life](http://www.ambra.life). Otherwise it is possible to send an email to [ritiri@ambra.life](mailto:ritiri@ambra.life) indicating: day of collection, bell/subject, address, zip code, municipality, province, contact person and telephone contact. Collection can take place from the day following 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, just insert the order form inside.

## Payment

### [LINK to Ambra bank details](#)

**Online booking:** you will receive the proforma invoice once the online order is completed, together with the DDT to be attached to the samples. You can pay immediately and to speed up the practice in the laboratory, write an email with the accountant attached to [amministrazione@ambra.life](mailto:amministrazione@ambra.life)

**OFFline booking:** you will receive the quote upon arrival of the samples in the laboratory. Once paid, please send the accountant to [amministrazione@ambra.life](mailto:amministrazione@ambra.life)

## Analysis of phytocannabinoids in HPLC-UV

Speed, reliability and accessibility of tests. We provide you with an accredited analysis in HPLC with unmatched times and competitive prices.

### Amount of sample required

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

### Analysis time

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



### Technical details

These tests are carried out by the Ambra srl laboratory, accredited by ACCREDIA (N.1962L) for testing activities according to the UNI CEI EN ISO/IEC 17025:2018 standard. The accreditation certificate and the list of accredited tests can be consulted on the page: [www.accredia.it](http://www.accredia.it) in the test laboratory database section [LINK](#)

**Method:** IST01-REV03 2022

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

**Accredited:** Yes

### 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 the quality control of authorities and customs. Essential test for international trade and EU regulations.

### Amount of sample required

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

### Analysis time

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



### Technical details

**These tests are carried out by the Ambra srl laboratory, accredited by ACCREDIA (N.1962L) for testing activities according to the UNI CEI EN ISO/IEC 17025:2018 standard. The accreditation certificate and the list of accredited tests can be consulted on the page: [www.accredia.it](http://www.accredia.it) in the test laboratory database section [LINK](#)**

**Method:** Community method for the quantitative determination of  $\Delta^9$ -Tetrahydrocannabinol of hemp varieties, Annex I to EU Reg. 1155/2017

**Cannabinoids:** D9THC (m/m %); HUMIDITY %

**Accredited:** Yes

### 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

## Quantitative analysis of terpenes

Quantitative analysis of terpenes for a unique characterization of the product. An essential upgrade for world-class quality control.

### Amount of sample required

Solid/vegetable: 3g

Liquid/complex: 5ml

### Analysis time

Standard: 4-5 business days

Express: 2-3 business days

### Technical details

**Method:** IST17-REV00 2021

**Terpeni:** 3,7-dimethyl-1,3,6-octariene, 3-carene, 4-isopropyltoluene, alpha pinene, alpha terpinene, alpha terpinolene, alpha-humulene, beta pinene, bisabolo, camphene, d-limonene, geraniolo, g-terpinene, guaiolo, isopuelgolo, linalolo, myrcene, nerolidol, trans-caryophyllene (m/m %)

**Accredited:** No

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

### Amount of sample required

Solid/vegetable: 3g

### Analysis time

Standard: 4-5 business days

Express: 2-3 business days



### Technical details

These tests are carried out by the Ambra srl laboratory, accredited by ACCREDIA (N.1962L) for testing activities according to the UNI CEI EN ISO/IEC 17025:2018 standard. The accreditation certificate and the list of accredited tests can be consulted on the page: [www.accredia.it](http://www.accredia.it) in the test laboratory database section [LINK](#)

**Method:** IST16 Total humidity Rev02 2022

**Test:** total humidity (%)

**Accredited:** Yes

### costs

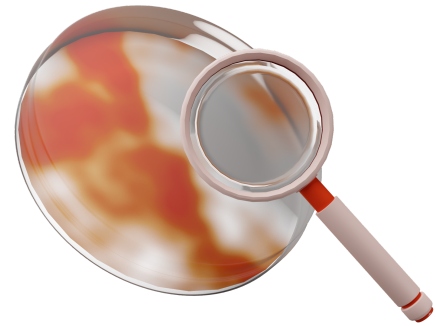
	Contract Type	Standard	Express
From 1 to 5 samples		30	35
Up to 20 samples	Entry level	25,50	30,50
Up to 50 samples	Advanced	20,50	25,50
Up to 100 samples	Business	15,50	20,90

## Microbiological analysis

Batteri mesophili aerobi, e muffe, Escherichia coli,  
Staphylococcus aureus, Pseudomonas aeruginosa,  
Enterobacteriaceae

### Amount of sample required

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



### Analysis time

5-6 business days

### Technical details

**The following analyzes are carried out in subcontracting using Accredited laboratories  
Accredited: see \* for non Accredia accredited tests**

### costs

#### Specific parameters

Specific microbiological parameters	Method	Cost
count of microorganisms	UN EN ISO 4833 1:2013 8	8
Count Escherichia Coli	UNI ISO 16649-2: 2010 11	11
Enterobacteriaceae account	ISO 21528-2:2017 8	8
Count yeasts and moulds	ISO 21527-2:2008 8	8
Account P. Aeruginosa*	CCFRA MET 2.5.2:2003; guideline 43 5th ed. 2007 11	11
Account S. Aureus	UNI EN ISO 6888-2:2021 11	11
Research Salmonella	UNI EN ISO 6579-1:2020 11	11

#### Microbiology package

Parameters included in the package	Cost
Count microorganisms; Count Escherichia Coli; Counts yeasts and moulds; Count P. aeruginosa; Count S. Aureus	45

## Multiresidual analysis

What is left of cultivation and processing in your products? All those unwanted substances that you don't want to flush out too late.

### Amount of sample needed

Solid/vegetable: 25g

Liquid/complex: 25ml

### Analysis time

6 business days



### Technical details

**The following analyzes are carried out in subcontracting using Accredited laboratories**

**Accredited: See \* for unaccredited proofs Accredia**

See full list of analytes at [THIS LINK](#)

### costs

Wanted Parameters	Method	Cost
See the complete list - <a href="#">LINK</a>	See the complete list - <a href="#">LINK</a>	125

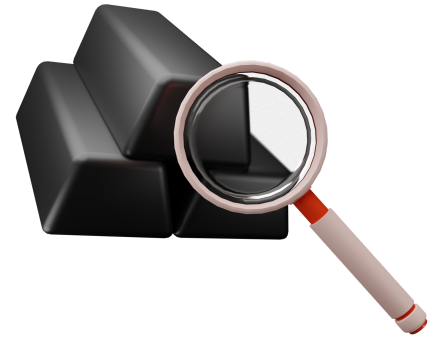
## Heavy metal analysis

Lead, cadmium, mercury, arsenic, tin and nickel. The main metals whose concentration it is essential to evaluate in a convenient and economical package

### Amount of sample needed

Solid/vegetable: 10g

Liquid/complex: 20ml



### Analysis time

10 business days

### Technical details

**The following analyzes are carried out in subcontracting using Accredited laboratories  
Accredited: See \* for unaccredited proofs Accredia**

### costs

Wanted Parameters	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 business days



### Technical details

The following analyzes are carried out in subcontracting using Accredited laboratories  
Accredited: See \* for unaccredited proofs Accredia

### costs

Wanted Parameters	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	90

## Mycotoxin research

Structurally related metabolites produced by some fungi; A health risk, considering the uses associated with the product. Known for their genotoxic and carcinogenic properties. Testing for ochratoxins and aflatoxins usually takes place together.



## Amount of sample needed

Solid/vegetable: 10g

Liquid/complex: 10ml

## Analysis time

4 business days

## Technical details

The following analyzes are carried out in subcontracting using Accredited laboratories  
**Accredited: See \* for unaccredited proofs Accredia**

## Costs Ochratoxins

Wanted Parameters	Method	Cost
Ochratoxin A*	IN 17424:2020	65

## Costs Aflatoxins

Wanted Parameters	Method	Cost
Aflatoxina B1*; Aflatoxina B2*; Aflatoxina G1*; Aflatoxina G2*; Aflatosine totali*	IN 17424:2020	65

## Analysis of polycyclic aromatic hydrocarbons

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

### Amount of sample needed

Solid/vegetable: 10g

Liquid/complex: 10ml

### Analysis time

5 business days



### Technical details

The following analyzes are carried out in subcontracting using Accredited laboratories  
Accredited: See \* for unaccredited proofs Accredia

### costs

Wanted Parameters	Method	Cost
Benzo[a]anthracene; Benzo[a]pyrene; Benzo [b]fluoranthenes; Benzo[e]pyrene; Benzo [g, h, i] perylene; Benzo [k]fluoranthenes; 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	105

## Analysis of dioxins and polychlorinated biphenyls (PCBs)

Toxic chemicals that persist in the environment. They cause harmful effects on the nervous, immune and endocrine systems

### Amount of sample required

Solid/vegetable: 10g

Liquid/Complex:10ml

### Analysis time

8 working days



### Technical details

The following analyzes are carried out in subcontracting using Accredited laboratories  
Accredited: See \* for non-accredited proofs Accredia

### costs

Wanted Parameters	Method	Cost
See the complete list - <a href="#">LINK</a>	See the complete list - <a href="#">LINK</a>	430

## Analysis of phenols and polyphenols

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

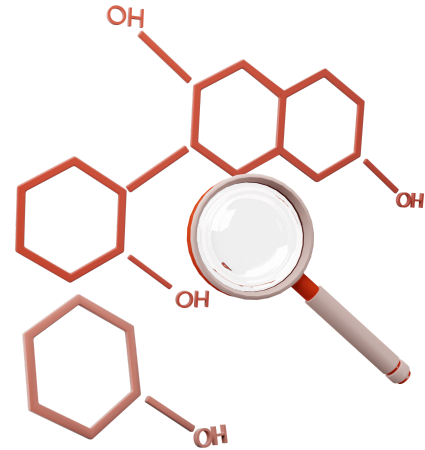
### Amount of sample needed

Solid/vegetable: 10g

Liquid/complex: 10ml

### Analysis time

6 business days



### Technical details

**The following analyzes are carried out in subcontracting using Accredited laboratories**  
**Accredited: See \* for unaccredited proofs Accredia**

### costs

Wanted Parameters	Method	Cost
Total polyphenols	MP/C/01 rev 10 2018	140

## GENERAL CONDITIONS OF THE OFFER

## 1. SUBJECTS AND DEFINITIONS

For the purposes of the contract, the following are intended:  
"Ambra Life srl": hereinafter referred to as "AL" with registered office in Siena – Strada di Petriccio e Belguardo tax code and VAT number 01504290527;

"Customer": the legal entity, public or private, identified in the master data section of this contract, which requires AL to provide certain services, as better indicated in the subject of the offer, to which these general conditions apply;

"Services": testing activities/technical assistance or other service 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 these refer directly to the specific offer issued by AL and refer to 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 exclusively regulate the services offered by AL as defined in the contract, any service that is not specified therein being expressly excluded, even if forming the subject of verbal negotiations. In any case, sending the samples to AL after the offer, even before the same is signed for acceptance, is to be understood as acceptance of the offer itself and of these general conditions of supply.

2.2 AL, during the execution of the services, reserves the right to make, in its opinion, all those modifications that may be necessary for a better execution of the service, or imposed by modifications of the reference normative documents.

2.3 Any changes requested by the Customer in AL services will be evaluated 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 Customer must provide all necessary support for carrying out the activity covered by the contract, including the provision of all documentation relating to allowing access to all areas where activities relevant to the subject of the contract are carried out.

3.2 The Customer is responsible for any omissions and/or inaccuracies in the information provided to AL and/or in the documentation sent.

3.3 The Customer is responsible for the non-cooperation of himself and/or of his auxiliaries and/or third parties.

## 4. TERMS AND CONDITIONS

4.1 AL and the Customer undertake to comply with the provisions of the contract, in the individual regulations and in the periodic reviews of the same, available to the Customer, according to the procedures established by AL.

4.2 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 due to the Customer in case of late issue of certificates or test reports.

## 5. CONSIDERATION

5.1 The consideration due 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 is 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 by the Customer, its auxiliaries or third parties from Client himself appointed.

5.3 The amounts are to be understood net of Value Added Tax (VAT).

## 6. PAYMENT

6.1 Payment of invoices is strictly due within 30 days of the invoice date, by bank receipt, unless otherwise provided for in the offer.

6.2 In the event of delayed or non-payment of invoices within the agreed deadlines, AL, without prejudice to the option referred to in points 15.1 (termination of the contract) and 15.2 (suspension of activity), will apply default interest pursuant to Legislative Decree Legislative Decree no. 231 of 10.9.2002

6.3 In the event that the customer cancels a scheduled activity within 20 working days prior to the date already agreed, AL reserves the right to debit 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 full amount of the analyzes requested.

6.5 The Customer cannot suspend the payment of invoices for services provided by AL, due to alleged irregularities of this contract; in particular, the contestation of individual amounts

indicated in the invoice does not in any way involve suspension of the payment of the same invoice.

## 7. LIABILITY

7.1 AL is not responsible for the representativeness of the sample to the reference lot and/or to 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; likewise, AL is not responsible for the truthfulness of the information provided by the Client.

7.2 AL is not liable, except in the case of willful misconduct, of its employees or collaborators in relation to the service rendered:

a) for damages or losses suffered by the Customer or by third parties caused during the performance of the test activities;  
b) should it not be able 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 relieved, also against third parties, for any damage - direct or indirect - caused by the Customer's workforce or its auxiliary third parties, by irregular functioning of the Customer's equipment, systems, machinery or in any case for any attributable to the customer himself.

7.4 AL will be liable for any direct damages suffered by the Client if there is a definitive ruling, which cannot be appealed to the arbitration award, which ascertains that the damages are a direct consequence of AL's willful or grossly negligent conduct implemented in the execution 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 single contract.

7.5 AL will not be responsible for any claim not based on willful or grossly negligent conduct, even with reference 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 make use of both employees and external subjects who operate on its behalf.

AL can subcontract tests or sampling activities to third parties, whose competence it will have previously verified in the related execution.

In the event of an impromptu need to externally perform parameters usually analyzed within the Laboratory, the customer will be contacted and informed to request explicit written consent.

In any case, the 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 with regard to the tests produced internally.

## 9. CONFIDENTIALITY AND PRIVACY PROTECTION (EU Reg. 679/2016)

9.1 The Customer declares to have received the privacy policy, as per art. 13 of EU Reg. 679/2016 and issues in favor of AL, within the limits in which this is due, the consent to the processing of one's data in accordance with current legislation on privacy and protection of personal data. Such data may be used by AL and its collaborators in the context of the services requested, as well as for purposes instrumental to the latter.

9.2 The Customer declares and guarantees that all the information that is communicated or of which AL will in any case become aware during the execution of the service, is entitled to be communicated to AL; therefore, in the event of a dispute or action by a third party, the Customer himself will deem AL relieved 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 purpose of executing the contract.

9.4 The above restrictions, however, will not apply to AL, with respect to any information that is or becomes publicly available, not by AL's will.

9.5 In order to guarantee the confidentiality of the AL personnel involved in the above activity, he signs a formal commitment to confidentiality.

9.6 The obligation contained in this article will remain fully valid during the validity 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 the documentation relating to this contract to third parties, as well as any other information that could arise from the contract itself; all this, even after the possible termination of the relationship.

## 10. PROTECTION OF HEALTH AND SAFETY

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 pursuant to Legislative Decree 81/08.

10.2 The Customer will also be liable towards AL personnel for the violation of the provisions of this article.

## 11. PROPERTY RIGHT

The ownership rights of the test reports, analysis results, calculations, appraisals, consultancy as well as of all the technical documentation, drawn up by AL, remain with the latter. The Customer, under his own exclusive responsibility, has the right to use the aforementioned documentation only for the purpose for which it was issued.

## 12. ANALYSIS LABORATORY

For the execution of the services, AL makes use of its own Analysis Laboratories, at the medicinal research center of the Toscana life sciences Foundation, in strada del Petriccio e Belguardo 35, 53100 Siena SI. For subcontracted services, it makes use of 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. PERFORMING THE ANALYSIS

13.1 Delivery of samples and safety: sampling is always the responsibility of the customer or one of his representatives, who must guarantee the arrival of intact samples in the laboratory and in such conditions as to guarantee the safety of the operators who receive them. The customer is responsible for packing 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 the samples taken by the customer, until they arrive at the Laboratory.

If the sample is delivered directly by the customer or by one of his representatives, 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 given in the Test Report as communicated by the customer and under his responsibility.

The Customer has the obligation to inform AL about the risks inherent in the material to be subjected to analysis, identifying the dangers associated with it; he also has the obligation to effectively report to AL the correct way to manage 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 start from the acceptance of the sample within 1 working day of receipt of the samples, without prejudice to AL's obligation to guarantee suitable conservation treatments of the sample. By "acceptance" we mean the acceptance of the material to be subjected to analysis by AL personnel.

13.3 Conservation of the sample, the counter-sample (or reserve sample) and the residual sample: from the moment of receipt of the samples to be examined, AL guarantees their conservation 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 is left 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 analyzes and from the issue of the Test Report (term which coincides with the sending of the analytical results).

Any counter-sample (or reserve sample) is kept by AL on the basis of methods suitable for guaranteeing the maintenance of the original chemical-physical conditions, for a period prescribed by the regulations in force or 2 months from the acceptance of the sample. Once the indicated term has elapsed, AL has the right to destroy the counter-sample or to give it to third parties for proper disposal.

13.4 Execution of the analyses: AL, in carrying out the tests, will use the methods specified in the offer, unquestionably identifying the professionals appointed to satisfy the customer's requests in relation to production.

13.5 Technical Notes: Opinions and interpretations, if present on the test report, will be reported in the appropriate space.

Conformity assessments, except for agreements with the customer or regulatory requirements, are issued without taking into account the value of the measurement uncertainty.

13.6 Test reports: the results of the analyzes are reported on the Test Report. AL is solely responsible for the analytical results referring to the samples being analysed.

The test reports are issued in a single copy by AL, in electronic form and digitally signed.

The release of any duplicates in paper format, at the 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 process any type of test report required by the customer. The issue of test reports according to formats corresponding to the Customer's specifications must be requested in writing; if this customization is permitted by the general rules on the accreditation of test laboratories and technically possible, it constitutes an ancillary service, the consideration for which will be agreed in advance with the Customer. Unless otherwise agreed, the test reports are delivered to the customer by e-mail. At the express request of the Customer, which must be made before the laboratory accepts the sample, the test reports can be sent by means other than telematics (ordinary mail, fax, etc.); this service, to be considered ancillary, may be the subject of a separate charge. The duplication, even partial, of the test reports is forbidden without the prior written authorization of AL.

The Laboratory keeps an electronic copy of the Test Reports for 48 months.

Any other request by the Customer connected to the issue of the Test Report (opinions, interpretations, reports, comments, comparisons with the limits of the law and/or specifications, etc.) constitutes an ancillary service and may be the subject of a separate charge.

All the information contained in the test report refers exclusively to the material subjected to analysis and to the parameters analyzed and does not constitute product inspection and/or certification. AL allows the customer to assist in the execution of the tests relating to their samples, only after an 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 contents. The technical report is issued in a single copy, in paper format. As for the Test Reports, the issue of any duplicates or sending them in a manner other than paper, at the customer's request, may be subject to 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 customer request, AL provides clarifications on the methods and procedures that have been used for the provision of the service. Specific requests in relation to test methods (e.g. use of alternative methods to those

#### Details relating to 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 concerning 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 he is the owner of your personal data and that he will proceed with the related processing for the purposes and with the methods 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 the collection, registration, organization, structuring, storage, adaptation or modification, extraction, consultation, use, communication by transmission, dissemination or any other form of making available, comparison or interconnection, limitation, cancellation or destruction.

We therefore inform you that such data will be processed manually and/or with the support of IT or telematic means for the following purposes.

#### DATA PROCESSING

##### 1. Data for which the consent is requested

The personal data provided by the interested parties (customers) and object of the treatments better described below are:

- a) Contact details; b) telephone and/or fax number; c) email address and certified email address; d) tax code/VAT no

##### 2. Purpose of the treatment

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 of the processing is the will 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 the communication is mandatory by law or to correctly fulfill the services provided for by the Regulation. With reference to the art. 13, paragraph 1, letter (e) of the EU Regulation, the subjects or categories of subjects who may become aware of the user's

proposed by the Laboratory) must be agreed in writing before accepting the sample.

#### 14. CLAIMS

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 to repeat the analysis of one or more analytical parameters shown in the Test Report, the reply made, if possible and confirming the first data, will be subject to a separate charge.

14.3 Disputes must be formalized 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 letter with return receipt (which reserves the right to anticipate by fax) or by PEC, in the following cases:

a) the Customer is late in paying the sums due (Article 6) for a period exceeding 15 days; in the case of periodic services AL will have the right to suspend the performance of the services still to be performed until payment has been made;

b) the Customer is in breach of the contractual obligations assumed pursuant to art. 2.5 (prohibition of assignment of the contract); 10 (Protection of health and safety), of these conditions;

c) the Customer becomes known to be insolvent towards its creditors, the business ceases or is placed in liquidation or admitted to composition, both judicial and extrajudicial, or is declared bankrupt.

In the event of termination of the contract, all amounts paid by the Customer will remain definitively acquired by AL. The Customer must also immediately pay the amounts referred to in the invoices issued, without prejudice to AL's right to request in addition, as a penalty, an amount equal to 25% of the amount of the offer. The right to compensation for greater damage remains unaffected

15.2 AL will in any case have the right to suspend the execution of the contract in the following cases:

a) the Customer is late in paying the sums due (Article 6) for a period exceeding 15 days;

b) the Customer fails to promptly inform AL regarding actions, in any capacity, by the Public Authority, and/or ongoing legal/judicial and/or criminal proceedings, accidents or serious personal data as managers or agents are indicated and a specific list by category is provided below :

- personnel and/or collaborators of the Data Controller, appointed in charge of processing;

- third parties involved by the Data Controller for the management, organization and management of products and services;

- other subjects to whom the data may be communicated, qualifying as independent data controllers;

Personal data will not be disclosed.

#### 4. Methods of data processing

The personal data collected is processed 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; computer/telematics;

#### 5. Retention period of personal data

The data will be kept for the times defined by the reference legislation, which are specified below pursuant to art. 13, paragraph 2, letter (a) of the EU Regulation. Personal data will be kept for the duration of the processing carried out. The five-year or ten-year retention periods of only documents and related data of a civil, accounting and fiscal nature remain unchanged, as required by the laws in force.

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 inside 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, we inform the interested party that:

a) he has the right to ask the Data Controller for access to personal data, the rectification or cancellation of the same or the limitation of the treatment that concerns him or to oppose their treatment, in addition to the right to data portability;

b) he has the right to lodge a complaint with the Guarantor for the protection of personal data, following the procedures and indications published on the official website of the Authority on [www.garanteprivacy.it](http://www.garanteprivacy.it);

c) any rectifications or cancellations or limitations to 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 these recipients to the interested party 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 has the right to lodge a complaint with the supervisory authority (Privacy Guarantor).

injuries concerning the management system/product/service/process object of the services provided by AL;

c) the Customer violates the provisions contained in article 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 single arbitrator, appointed in accordance with the Regulations of the Chamber of Commerce itself, and will decide according to law in compliance with the mandatory rules of the code of civil procedure. If the dispute concerns a credit of an amount exceeding Euro 50,000.00 (fifty thousand/00), the Arbitration Tribunal will be composed of a board of 3 Arbitrators, 2 of whom are appointed, each, by each party and the third, with functions of President, appointed by mutual agreement by the two arbitrators already appointed or, in the absence of agreement, by the Chamber of Commerce of Siena. The law applied will in any case be the Italian one.

#### 17. FINAL PROVISIONS

17.1 These general conditions may undergo modifications made necessary by subsequent provisions of the law and/or regulations.

No modification will take effect in the absence of written approval by the parties. Any delays or omissions by one of the parties in asserting a right or in exercising a right cannot be interpreted as a waiver of the power to assert it or to exercise it at any subsequent time.

17.2 The nullity and/or invalidity and/or ineffectiveness of conditions or clauses or part of them, 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 upon acceptance of the offer, the e-mail and ordinary mail addresses, telephone and fax numbers, the name of the contact person to whom AL will send all communications and official documents with full legal and contractual value. The change of such data will not be possible if it is not promptly communicated to AL, in writing.

For further information, consult the institutional website of the Privacy Guarantor [www.garanteprivacy.it](http://www.garanteprivacy.it) <<http://www.garanteprivacy.it>>

Owner and manager of the treatment  
The data controller is Ambra Life srl

**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**

DATE

SIGN