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**Lotus Analiz Gıda Laboratuvar Hizmetleri A.Ş.**

**Tahtakale Mah. Fırat 1 Cad. Bahçecity’s Projesi 4/1-AJ Ispartakule Mevkii**

**Avcılar İSTANBUL/TÜRKİYE**

**GH**

**ANALYSIS REQUEST FORM**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **COMPANY NAME** |  |  | **INVOICE ADDRESS** |  |
| **CUSTOMER REPRESENTATIVE**  **NAME AND LAST NAME** |  |  | **INVOICE COMPANY**  **NAME-TITLE** |  |
| **COMPANY ADDRESS** |  |  | **TAX ADMINISTRATION**  **TAX NUMBER.** |  |
| **CONTACT PHONE / E-MAIL FOR CUSTOMER REPRESENTATIVE** |  |  | **E-INVOICE** |  |

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| --- | --- | --- | --- | --- | --- |
| **\*** **EVALUATION OF ANALYSIS RESULTS** | | **\*REORTING LANGUAGE** | | | **YOUR REQUESTS REGARDING SAMPLE AND REPORTING:** |
|  |  |  |  |  |  |
| **PLEASE DO NOT LEAVE ANALYSIS RESULTS, EVALUATION AND REPORTING LANGUAGE BLANK**  **\* IN ENGLISH REPORT SELECTIONS, PLEASE MENTION THE ENGLISH NAME OF THE SAMPLE IN THE SAMPLE NAME-CODE SECTION** | | | | |
| **PRICE OFFER NO:** | | **REPORTING MAIL ADDRESS:** | | |
|  | |  | | |

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **SAMPLE TYPE** | **NAME-CODE FOR SAMPLE** | **BRAND NAME OF SAMPLE** | **NAME OF WHERE THE SAMPLE HAS TAKEN** | **BATCH NO FOR SAMPLE** | **PACKAGING-QUANTITY OF SAMPLE** | **SAMPLE**  **PRODUCTION-EXPIRATION DATE** | **REQUESTED ANALYZES** |
| FOOD-FOOD ADDITIVES |  |  |  |  |  |  |  |
| FEED-FEED ADDITIVES |
| USAGE WATER |
| SWAP |
| FOOD-FOOD ADDITIVES |  |  |  |  |  |  |  |
| FEED-FEED ADDITIVES |
| USAGE WATER |
| SWAP |
| FOOD-FOOD ADDITIVES |  |  |  |  |  |  |  |
| FEED-FEED ADDITIVES |
| USAGE WATER |
| SWAP |
| GIDA -  GIDA KATKI |  |  |  |  |  |  |  |
| FEED-FEED ADDITIVES |
| USAGE WATER |
| SWAP |

**Working Conditions:**

* Unsigned Analysis Request forms sent by e-mail by the customer are read and understood with all their articles and are accepted as an official application. Your confirmation response to the e-mails to which your offers are sent is considered to be understood and approved by reading all the articles of your offer
* Lotus Analysis Food Lab.Hizm.A.Ş. (Lotuslab) provides Customer Login Panel system service and provides you with your samples, inspection and analysis reports, etc. It allows you to follow all your processes, including the latest developments, instantly. If no password has been sent to you for the Customer Login Panel, please apply to [marketing@lotuslab.com.tr](mailto:marketing@lotuslab.com.tr).
* Your e-reports will be sent to the e-mail address(es) you specify.
* For e-signature, you can verify the e-signature with the verification code provided by using the link at the bottom of your inspection and analysis report.
* Your analysis requests are made with our Analysis Request Form, and we kindly request you to fill this form completely before analysis. Missing or unfilled fields will not be included in the inspection and analysis report. If the reporting language and evaluation are not marked, your inspection and analysis report will be published in Turkish and without evaluation. You must immediately notify our Sample Acceptance and Reporting Unit in writing before reporting your requests for adding/reducing/correcting the information in the analysis request form.
* “Report Revision Fee” is charged for your customer-based report revision requests (lot.no, name, change in evaluation request, etc.). Up-to-date price information will be communicated to you verbally or in writing by our authorities.
* Your evaluation request will be taken into account in your Inspection and Analysis Reports. If you do not have a different criterion statement in your evaluation requests, the Communiqué and Regulations related to the TGK (Turkish Food Codex) or the relevant Turkish Standards will be taken into consideration as the evaluation criteria.
* Special request Inspection and Analysis Reports to be issued cannot be used in judicial-administrative proceedings and for advertising purposes.
* The measurement uncertainty, recovery and measurement limit are specified in the report according to the analysis type
* The analysis names and methods you requested are included in the report as they are within the scope of TÜRKAK.
* You can reach our accreditation scope at [www.turkak.org.tr](http://www.turkak.org.tr) and [www.lotuslab.com.tr](http://www.lotuslab.com.tr). (LOTUSLAB Accreditation No: AB-1130-T)
* We kindly ask you to send your samples by reading the “Sample Acceptance Criteria and Waiver Lady” at [www.lotuslab.com.tr](http://www.lotuslab.com.tr). By sending this document / (with its approval) you agree that the “Sample Acceptance Criteria and Waiver Statement” are valid.
* In our laboratory, how the analysis results will be evaluated is defined in the “Decision Rule Procedure” and published at [www.lotuslab.com.tr](http://www.lotuslab.com.tr). If there is no different decision rule determined by the customer, the measurement uncertainty is applied in favor of the food producer according to the "False Rejection Rule" by stating "Suitable/Not Appropriate" within the scope of the relevant legislation. By sending this document / (with its approval) you agree that the Decision Rule is valid.
* In case it is obligatory to notify the relevant customer information of the analyzes and results performed in Lotus Analysis Food Lab.Hizm.A.Ş. in accordance with the decisions and practices of the legal institutions to which we are affiliated, Lotus Analysis Gıda Lab.Hizm.A.Ş. is responsible for sharing the requested information with the relevant legal institutions.
* Closed, robust, sterile packaging that will not be affected by temperature and light should be preferred in order not to be damaged during transportation (can be provided by us if requested). Lotus Analysis Gıda Lab.Hizm.A.Ş. cannot be held responsible.
* Your unsuitable samples will be rejected and you will be informed.
* Samples whose analysis has been completed are kept under appropriate conditions for 15 working days after reporting. For samples showing deterioration, the destruction time may be shorter.
* The delivery time of your Inspection and Analysis Reports may vary depending on the laboratory work plan, business volume, and the duration of the analysis you request. Your reports will be issued after the conclusion of the Analysis. The report period is calculated according to the analysis with the longest service period. For more detailed information, please get information from Lotuslab officials.
* If you have requested the return of the increased sample, the shipping fee belongs to you. Lotus Analysis Gıda Lab.Hizm.A.Ş. cannot be held responsible.
* If the customer requests the cancellation of any of the analyzes on the agreed proposal, and if the sample analysis process has been started, the analyzes will be completed, the entire analysis cost will be invoiced and the report will be sent.
* Analysis reports of customer’s external service requests  will be sent to customers with their original format.
* The customer may send us verbal/written objections to the analysis results and/or re-analysis requests. Incoming request is subject to technical examination by the Laboratory Manager and the relevant Laboratory Unit Supervisor, and according to the results of the evaluation, the Customer is returned to the Customer by the Business Development and Marketing Unit. In case of different results in the analyzes deemed appropriate to be repeated, the Inspection and Analysis Report is revised and delivered to the customer in case of "customer's right", no extra charge is requested.
* In case of “Lotuslab justification”, if the analysis re-analysis results confirm the first results within the framework of measurement uncertainty, the customer is charged for the re-analysis fee. The entire analysis fee included in the proposal of the analysis is billed to the customer.
* In the event that the objection to the analysis result continues and the residual analysis sample is also suitable, the customer is invited to LOTUSLAB to supervise the re-analysis, the result is accepted by both the customer and LOTUSLAB.
* “Personal data transmitted to Lotus Analysis Gıda Lab.Hizm.A.Ş. with this document are processed in accordance with the Law on Protection of Personal Data No. 6698. You can access the lighting text prepared in accordance with the relevant law on [www.lotuslab.com.tr](http://www.lotuslab.com.tr).”
* ***You can send your complaints or objections to us via e-mail, telephone and internet address.***

**NAME OF THE PERSON WHO REQUESTED THE ANALYSIS / STAMP / SIGN / DATE**