

Using the Faecal Screening Facility

1. To enable the laboratory to carry out a faecal screen on the sample you provide the sample must arrive in the best condition possible. We contract to provide suitable collection kits and information material to help you to provide a viable sample. You must follow the instructions completely.
2. You must provide a sample that has been passed by the animal to be tested and which is identified on the information sheet accompanying the sample. The plastic collection box must be placed inside the plastic gripper sealed bag with the animal's name clearly written on the outside of the bag on the white panels. That bag must be placed inside the large, coloured plastic bag and the coloured bag must then be rolled up around the pot. The double-bagged sample must then be placed **flat** inside the padded envelope together with the completed information sheet. The information sheet is not to be placed inside the plastic bag as leakage may render the information unreadable.
3. **The double-bagged sample pot(s) must be placed flat inside the envelope to qualify for postage at the large letter rate.** Otherwise the envelope must be sent as a packet by whichever means the post office holds correct at the time of posting.
4. Unless otherwise stated, you are responsible for paying the return postage of the sample to the laboratory.
5. You must send the envelope by **at least large letter first class post** but depending on the amount of sample pots you put in the envelope or the way you pack them, you may be instructed by the post office to post the envelope as a small packet. (Note: Two sample pots, packed flat inside the plastic bag qualifies as a large letter.) The packaging complies with post office regulations.
6. Whichever means is employed, the sample must be returned by first class post to facilitate the arrival of the sample in a viable condition for screening. Failure to do this may mean that a false negative result is produced.

Faecal Worm Egg and Larva Screening

7. Industry standard screening methods are employed by the laboratory. Faecal worm egg and larva counts are not and can never be a definitive reporting method. Every reasonable effort is made by the laboratory to ensure accuracy and uniformity of screening methods. The result must be read as a snapshot of the content of the sample at the time it arrives in the laboratory and is only an indication of the worm burden of the animal.

8. Transit temperature variations and transit time can affect the viability of the sample and of some parasites. The laboratory therefore recommends regular screening to enable the results to be read as a trend.
9. For lungworm screens, a sample must be provided from three consecutive days. This must be strictly adhered to and the sample must be posted on the third day by first class post.
10. The Laboratory will commence the screening process for the sample on the day it arrives in the Laboratory and will transmit the result to you or your appointed agent (e.g. veterinary practice) on the same day that the screen is completed.
11. Lungworm screening procedure takes 24 hours so these test results will be transmitted on the day after they arrive in the laboratory. Some other tests may take longer but you will be informed of this at the time of ordering.
12. It is your responsibility to evaluate (or take professional advice on) the accuracy and completeness of all results, information, statements, opinions and other material transmitted to you following the screening.
13. Advice and recommendation on further action or treatment may be offered by the Laboratory if required. In any case where the health of your animal is in doubt, whether by positive or negative screen results from us, you must consult your vet immediately.
14. You agree to indemnify, release and hold us harmless as well as our officers, directors, agents, representatives and employees from any claim, liability, loss, expense or demand, including legal fees, related to any results reached from testing the sample you send to us. Extent of our liability is limited to the cost of the test.
15. You show acceptance of and are bound by these terms and conditions by submitting a request, order or sample to the company.

Administrative Considerations

16. Any typing, clerical or other error or omission in any catalogue, sales literature, price list, dispatch note, invoice or results documentation or any information issued by Wormcount.com (in whatever form and on whatever media) shall be subject to correction without liability on the part of Wormcount.com
17. You shall be responsible for ensuring the legibility and accuracy of any order that you submit, especially regarding animal information and email address and/or contact number for return of results.
18. All prices stated in any of Wormcount.com's catalogues, sales literature, price lists or other documentation, including the Website, (issued by the

company from time to time in whatever form and on whatever media) may be altered by us at any time without given notice to the customer.

19. You shall be liable for any reasonable costs incurred by us in the event of any variation or suspension of any service requested by you. You will also be responsible for reimbursing to us any underpayment of postage by you including reasonable amounts for our administration.

20. For invoiced customers, you shall pay all invoices within fourteen days of the date of issue of our invoice. All other purchases shall be made through the website's Paypal facility or by cheque direct to Wormcount.com.

21. If you fail to make any payment on the due date then (without prejudice to any other rights or remedies Wormcount.com may have) we shall be entitled to:

a. Cancel the contract or suspend any future services to you.

b. Charge interest on a day to day basis on all overdue sums owing to us under these conditions at the rate of 4 percent over the base rate of the National Westminster Bank Plc and interest shall be calculated from the date the sums in question were payable to the date on which payment is made in full whether before or after judgment.

22. We may, at our sole discretion, offer you credit and in cases where credit is offered you, in accordance with the provisions of the above, shall make payment.

23. You show acceptance of and are bound by these term and conditions by submitting a request, order or sample to Wormcount.com.

Wormcount.com Veterinary Laboratory
5 Glebe Road
Cogenhoe
Northampton
NN7 1NR
info@wormcount.com