

## 1) Services to be Provided

Supra Research and Development (Supra) shall provide the materials, personnel, facilities and equipment to perform testing services in accordance with this Agreement and associated sample request forms. All testing services (both accredited and non-standard tests) provided by Supra conform to the quality requirements of the ISO/IEC 17025 (3rd edition 2017-11) standard.

If Supra is unable to meet the requirements outlined in this Agreement and/or satisfy the requirements of their quality management system, a verified third party may be used. Clients will be informed of the specifics of the arrangements between Supra and the third party in such instances.

It is the policy of Supra to decline any work that would negatively impact its operational independence and impartiality.

## 1) Reports and Confidentiality

Supra will provide electronic reports by the delivery date agreed upon with the client requesting the analysis. If conditions arise where Supra will not be able to meet this delivery date, the client will be notified with as much advance notice as possible.

Except as required by law or when explicitly directed by clients to share data with third parties, Supra will keep all information provided directly by and/or pertaining to clients confidential. Supra reserves the right to use test method results for internal quality control purposes and also for the generation of marketing and scientific literature. Any identifiable link between the client's information and the associated data will be kept confidential.

All results reported by Supra are only representative of the materials as provided by the client.

## 1) Delivery, Acceptance and Retention of Samples

Loss or damages to samples remains the responsibility of the client until Supra's acceptance of the materials. The client will be consulted prior to sample analysis if there is doubt to the suitability of an item for testing, or a sample does not conform to the provided description.

Supra will retain samples for a minimum period of 45 days following the release of the report. After 90 days following the release of the report samples are subject to disposal.

## 1) Changes to Test Request Forms and Client Contracts

No persons other than the designated representatives for each Test Request Form are authorized to act regarding changes to the Test Request Form. In the event that a change must be made to the Test Request Forms and/or this Agreement, the Client will receive a written notification identifying the change and associated activities. The notice will include the date, nature, circumstance, and cause of the change. Changes to the Test Request Form must be approved by the signee or designate. Records pertaining to the discussion, establishment and revision of this Agreement and Test Request Forms are retained by Supra.

## 1) Records

Supra shall retain all reports in a secure manner to prevent unauthorized access. Supra reserves the right to charge for the reissuance of reports in some instances.



# Client Contract

Supra Research and Development  
106-2293 Leckie Rd.  
Kelowna BC, V1X 6Y5

**6) Compensation**

Invoices shall be paid prior to the release of results unless alternate terms have been negotiated by both parties.

**7) Miscellaneous Provisions**

This constitutes the entire agreement between the parties and supersedes all other and prior agreements.

**Signature:**

**Date:**

**Title:**

**Company:**

This section is to be completed by an authorized representative of Supra Research and Development, Inc.

**Signature:**

**Date:**

**Title:**

**Company:**