

## **External Quality Assessment Scheme (EQAS)** **Terms and conditions**

### **1. EQAS subscription**

- 1.1 A purchase order is required from the organisation detailing the serial number/s of the analysers to be subscribed to the scheme.
- 1.2 New subscribers will be sent an External Quality Assessment Scheme set up form to complete and return to Prospect Diagnostics Ltd. Each customer will have their own unique user name and password.
- 1.3 The scheme is for a minimum period of 12 months (unless otherwise agreed due to exceptional circumstances).
- 1.4 The scheme will usually commence the following month from receipt of order; your sales invoice will confirm the official start date.
- 1.5 EQAS samples will be despatched by 1<sup>st</sup> Class Post (PPI) each month on the specified dates stated in the EQAS schedule (unless otherwise agreed to send by courier – an additional cost applies).
- 1.6 The EQAS schedule will be sent annually with December's EQAS samples confirming sample dates for the following year. This schedule is also available to download from the EQAS page on our website <http://www.prospectdiagnostics.co.uk/pages/eqa-quality-assessment-scheme>, alternatively please contact our customer care team.
- 1.7 As a subscriber you will enter your EQAS results onto the CueSee website <https://www.cuesee-online.com/home> prior to the deadline. There is a video tutorial available at <https://www.cuesee-online.com/video/start>, or alternatively please contact Prospect Diagnostics Ltd directly for a step by step user guide.
- 1.8 Alternatively, if required results can be sent to us directly by fax or email by the date specified on the fax back form.
- 1.9 In exceptional circumstances we can input results for customers after the deadline has passed. If this instance occurs please contact Prospect Diagnostics Ltd directly by phone 01246 292955, or by email [Customercare@prospectdiagnostics.co.uk](mailto:Customercare@prospectdiagnostics.co.uk).

### **2. Scheme Renewal**

- 2.1 A purchase order is required at least 2 weeks before the scheme renewal date. A surcharge of £20 will be applied to any orders received 2 months after the renewal date.
- 2.2 The renewal date is stated on the results form which is sent with each sample.
- 2.3 A renewal quote is available upon request. Prospect Diagnostics Ltd will endeavour to automatically send a quote within 1 month prior to renewal.
- 2.4 EQAS is a continuous scheme unless notified of cancellation in writing. Prospect Diagnostics Ltd will continue to send the samples after the renewal date. If the customer has not notified Prospect Diagnostics Ltd of their intention to cancel the scheme, giving 2 months notice in writing, any outstanding payments will be due with immediate effect.

### **3. Payment terms**

- 3.1 The customer will pay Prospect Diagnostics Ltd within 28 days of the date of invoice. Any payments made by credit card will incur a 4% surcharge.
- 3.2 Punctual payment performance by the Customer is the essence of the agreement. Payment shall not be deemed to be made until Prospect Diagnostics Ltd has received payment in cleared funds in respect of the full amount outstanding.
- 3.3 All prices are exclusive of VAT.

### **4. General**

- 4.1 We may suspend or cancel your subscription immediately at our discretion, if you breach any of your obligations under these Terms and Conditions.
- 4.2 Prospect Diagnostics Ltd will keep the contract confidential and shall not disclose any information or documentation in relation to the contract unless such information or documentation is already in the public domain or unless we are required to do so by law.
- 4.3 Prospect Diagnostics Ltd are not responsible for the delay or non-delivery of EQAS samples due to any airport/flight strikes, flight cancellations, postal service issues, severe weather conditions, or acts of god. These occasions are exceptional and normal service should resume the following month.
- 4.4 If Prospect Diagnostics Ltd was not able to supply a monthly EQAS sample due to manufacture or supplier issues your subscription will be extended or credited accordingly.