crea
Consiglio per la ricerca in agricoltura e l'analisi dell'economia agraria

ANALYSIS REQUEST FORM

CUSTOMER SECTION

Name and Surname, Company Name, address to be reported on the test report

TAX ID or VAT Number | Recipient Code or certified email (invoicing) | e-mail (for sending Test Report) | phone number (for any communications)

INVOICING SECTION (FILL OUT ONLY IF DATA DIFFERS FROM REQUESTER)

Name and Surname, Company Name, address to be reported on the invoice

TAX ID or VAT Number | Recipient Code or certified email (invoicing) | e-mail (for sending Test Report) | phone number (for any communications)

SAMPLE ID CODE	PRODUCT (*)	BOTANICAL ORIGIN (only for honey)	GEOGRAPHICAL ORIGIN (only for honey)	REQUESTED ANALYSES (click the green button for analyses list)	web	LABEL (LABORATORY SECTION)
	-					
	-					
	-					
	-					
	-					
	-					
	-					
	-					

☐ I declare that the sample is edible (only if sensory analysis is required)

☐ Select this box if a declaration of conformity is required, specifying the reference document or standard in the notes

(*) Legend for product/matrix types

FOOD PRODUCT (HONEY-BASED) = honey to which at least one ingredient has been added
OTHER MATRICES = anything that is not an apiculture product

NOTES:

By submitting the form, I certify that I have read the terms and conditions of the laboratory's analytical service reported on the following pages
Insert a copy of the form inside the package

Date | Signature (printed version) _____

It is sufficient to send only page 1 of this form

Click here to send e-mail

GENERAL TERMS AND CONDITIONS OF SERVICES

The API Laboratory of CREA AA operates under ACCREDIA rules (accreditation n° 00177). This means that an independent Body guarantees the competence and impartiality of the Laboratory in carrying out the tests for which accreditation has been granted, in compliance with the UNI CEI EN ISO/IEC 17025 standard. Furthermore, the Laboratory operates according to a quality system inspired by the principles of the UNI EN ISO 9001 standard.

The most recent list of accredited tests performed by the CREA AA API laboratory can be found on the website www.accredia.it, by searching for the API laboratory in the "data banks" section using the accreditation number 00177.

An agreement of accreditation exists between Accredia and CREA AA; this agreement and the requirements contained in the ACCREDIA documents can be viewed request from the Customer.

Accreditation does not in any case imply the approval of a sample or product by either the Laboratory or the accreditation body.

The results contained in the Test Reports issued by the Laboratory are related only to the samples submitted for analysis.

Request for analysis service

The service must be requested in writing, preferably using this form, or by requesting it directly from the Laboratory by phone or e-mail. In any case, the tests to be performed on the samples delivered must be clearly and unambiguously defined. For correct identification of the tests, ask the laboratory for the list of performed analyses or visit the website (https://www.crea.gov.it/web/agricoltura-e-ambiente/servizi) and indicate the internal code of the requested test on the analysis request form.

Please note that the Laboratory applies the analysis methods in the latest updated revision, unless there are written and motivated requests from the customer, which the Laboratory will evaluate whether to accept or not.

You are also invited to include any information useful for the successful outcome of the supply relationship in the request. Transport costs are borne by the customer and cannot be prepaid by the Institution for administrative reasons. The "customer reference" field on the analysis request form must be filled in with the information you wish to be reported on the test report. The laboratory declines any responsibility for the information contained therein.

The submission of the sample(s) implies acceptance of the terms and conditions of supply described herein.

Instructions for preparing samples to be sent to the Laboratory

Each sample intended for the Laboratory must be uniquely identified by marking it with an acronym, a code, or a description.

In order to have a quantity of sample appropriate for the requested analytical determinations and the possible need to repeat the tests, it is recommended to send a quantity equal to:

Honey ……..….250 g
Wax* ……..……25 g
Royal Jelly ……15 g
Pollen ……..….15 g
Bees for pesticide residue analysis ……n. 250
Bees for palynological analysis ……n. 250
Bees for biometric analysis ……n. 50

* in the case of wax to be extracted from a brood comb, at least 1/4 of the comb is necessary.

The samples must be prepared in the most suitable conditions to preserve their integrity; some indications regarding the most frequent cases are given below.

Honey samples

Honey must be packaged in clean and hermetically sealed jars. The material must be carefully packed to avoid breakage and / or spillage during transport.

For execution of the sensory analysis of honey, 250 g of edible samples must be provided to the laboratory, specially prepared and distinct from those intended for other tests. The use of plastic containers or containers that have previously contained other substances is discouraged. Similarly, honey samples for the determination of botanical origin must be edible.

Samples of bees and pollen for pesticide analysis

Following the ascertainment of mortality, a sample consisting of at least 250 dead bees (preferably one thousand, corresponding to approximately 100 g) is promptly collected, avoiding contamination with soil or

grass. Before delivery to the laboratory, the matrices must be stored at low temperatures and away from light, to avoid microbiological decomposition processes and degradation of the active ingredients. It is advisable to deliver the sample in containers equipped with ice packs to maintain low temperatures. Furthermore, the packaging of the samples must be carried out with air-permeable material (e.g., cardboard or wood) to prevent the development of moulds.

Bee samples to be submitted for biometric analysis

For the morphometric control of a hive's population, a sample of about fifty young bees is necessary; therefore, it is recommended to collect them in presence of brood from the central area of the nest. The bees must be dead and preserved in ethyl alcohol in hermetically sealed containers.

Variations with respect to the quantities indicated above must be agreed upon in advance with the Laboratory based on the number of determinations to be performed. The samples must be prepared in the most suitable conditions to preserve their integrity.

Analysis timing

The service delivery time is 15 working days from the sample arrival date. Delivery times for analysis results may vary due to technical reasons or force majeure. However, it is the Laboratory's responsibility to promptly inform the customer of any delay compared to the expected or agreed-upon terms.

Storage of samples and raw data from the Laboratory

Once the tests are completed, the samples are stored by the Laboratory for at least 3 months, in suitable conditions to allow for a possible repetition of the analytical determinations. After this period, the samples may be disposed of, unless the customer requests their return. The registration documents concerning the tests performed on the samples (test reports, worksheets, etc.) are kept for at least 10 years.

Confidentiality

The API Laboratory undertakes to guarantee the customer complete confidentiality, on the part of itself and its collaborators, regarding all results, information, products, and anything else resulting from the activities covered by this contract, and not to disclose the aforementioned information to third parties, except with explicit written authorization from the customer, or when such information is requested by a judicial authority, a competent authority, or in the event of inspection.

Presentation of Results

Test Reports are sent via e-mail in pdf format and digitally signed. Verification of the authenticity of the digital signature is possible by following the instructions that will be communicated to you with the sending of the test reports. If you do not have an email address and wish to receive the test report by post, this must be requested on the analysis request form. The anticipation document does not bear the ACCREDIA mark.

The Laboratory does not subcontract the accredited tests to third parties. Recourse to external laboratories occurs only in exceptional circumstances that temporarily limit the laboratory's operations. In such cases, the customer will be informed. The API Laboratory is responsible for the data of the subcontracted tests. The customer will be sent the API Laboratory's test report together with the subcontractor laboratory's test report.

Statements of conformity

When a statement of conformity is requested, the regulation or technical specification to which reference is made must be indicated, and the conformity concerns only the analysed parameters.

For example, conformity may be requested:

-to one or more chemical-physical parameters of honey defined in Annex 1 of Legislative Decree 179/2004 on honey;

-to the botanical origin of honey if melissopalynological analysis (MDP/08), chemical-physical analyses characterizing the specific botanical origin as indicated in the reference documents for Italian honeys, and sensory analysis have been performed;

-to one or more parameters reported in a production specification or technical specification (PDO, Organic, subspecies of Apis mellifera, etc.).

The customer must indicate in the analysis request which decision rule they want the Laboratory to use to provide such statements.

Where there is no precise indication from the customer, the Laboratory adopts the criteria set out below.

For pesticide residues, the decision rule defined by the SANTE 11312 document is applied.

In cases not defined by the customer or for those methods where no rule is defined, the following criterion is applied:

-in cases of exceeding a maximum limit not to be exceeded, a result that, subtracted by the expanded measurement uncertainty (U), is less than or equal to the maximum permitted limit is considered compliant;

-in cases of not exceeding a minimum limit to be exceeded, a result that, added to the expanded measurement uncertainty (U), is greater than or equal to the minimum permitted limit is considered compliant.

The level of risk assumed is such that in 97.5% of cases where a positive statement of conformity is given, the result is compliant; conversely, when a statement of non-conformity is given, the result is non-compliant in 97.5% of cases.
-for sensory response analysis, a result that is greater than or equal to 5.1 without the contribution of measurement uncertainty is considered compliant.
If the customer requests a statement of conformity with a risk level different from that indicated by the laboratory, they must indicate this in writing on the analysis request form.
For any controversy and/or arising issue, the territorial jurisdiction of the Court of Bologna is expressly agreed upon from now on. The submission of samples for the execution of tests constitutes implicit acceptance of all contractual conditions, none excluded, reported above, including the competent Court.
The processing of data concerning the samples analyzed on behalf of customers is carried out in compliance with the provisions of Legislative Decree 196/2003 (Articles 23 and 130) as amended by Legislative Decree 101/2018 and in conformity with EU Regulation 2016/679 or GDPR (Article 7) and is carried out to fulfill the pre-contractual and contractual obligations of the service provided (sending the test report and sending invoices) and fiscal obligations. The Data Controller for personal data is CREA, headquartered in via Navicella, 2/4 - 00184 Rome (Italy), in the person of the pro tempore legal representative. The Data Protection Officer is CREA and can be contacted at the email address: responsabileprotezionedati@crea.gov.it. The modification or cancellation of data can still be requested in writing by writing to laboratorio.api@crea.gov.it.

Economic conditions

The list of analyses, which can be viewed on the CREA website (https://www.crea.gov.it/web/agricoltura-e-ambiente/servizi) or requested from the laboratory, reports the cost, net of VAT, of the analytical determinations per sample. The amount for the execution of analyses not contemplated in the list will be established based on the necessary equipment, materials, and execution times.
Payment for the analytical service: by bank transfer. At the end of the analysis, a document will be sent to you with the overall costs of the service and instructions on how to make the payment (IBAN, what to include in the bank transfer description). We ask you to send a copy of the completed bank transfer to laboratorio.api@crea.gov.it. The administrative offices will issue the invoice upon receipt of payment.
Different payment terms must be agreed upon in writing with the laboratory. If you are subject to split-payment or require specific wording to be indicated on the invoice (e.g., CIG, CUP...), we invite you to include this information in the analysis request form.

Reports/complaints

For reports or complaints, send an email to laboratorio.api@crea.gov.it, describing the reason for the complaint in detail or indicating suggestions for improvement. Your report will be processed by the laboratory and you will be informed regarding the handling of the complaint. For every complaint, you will receive a communication explaining the reasons for the acceptance or rejection of the complaint itself. In case of acceptance of the complaint, you will be informed about the activities that will be developed to resolve the complaint. It is important for the laboratory to have feedback on the work carried out, and for this reason, the laboratory will annually forward an exploratory questionnaire on the degree of satisfaction with the analytical service. Negative evaluations arising from the questionnaires will be treated by the laboratory as a complaint, and you will be informed about their handling.