

Terms and conditions - BioFacility

General terms and conditions

BioF does not compensate users who suffer any losses in connection with the use of the BioF's facilities and services.

BioF is in no case responsible for operating losses, loss of profits, lost earnings or other indirect losses

Ordering of goods and services

Ordering BioF's products and services needs always to be in writing using BioF's requisition forms or by writing directly to BioF's email address, biofacility@dtu.dk

Payment

Users are invoiced monthly or quarterly for housed animals. The invoices are calculated on a weekly basis and do not therefore always corresponds to whole months.

Ordered animals, goods, and services are invoiced upon receipt of the invoice from the supplier. The time of invoice for these services depends on the receipt of the purchase invoice from the supplier.

Payment terms

Payment is required within 20 days of the date of the invoice. If the payment deadline is exceeded, 1-2 request for payment will be issued. For each request, a fee of DKK 150 is added.

If the outstanding amount is not paid after the 2 requests for payment, a written demand for immediate payment will be sent. In this connection, an administration fee of DKK 475 is added. For internal customers, the outstanding amount is presented to the user's Head of Department. In addition, the possibility of ordering of animals/goods and services ceases without further notice. The outstanding amount from internal customers has to be covered by the Institute. The outstanding amount from external customers is recovered through debt collection.

To all customers apply, if the payment of the outstanding amount are not fallen after 10 days from the written demand for immediate payment/written letter on debt collection, a written notice is sent stating that the housed animals are being put to sleep immediately.

Ordering/delivery of animals

BioF makes an effort to deliver animals and services of the desired quality and timeliness. However, BioF is not responsible for missing or delayed deliveries.

BioF dependent on external suppliers for common types of experimental animals. Our staff endeavors to have as clear and continuous communication with suppliers, but the BioF cannot guarantee, or be held responsible for, the accuracy, quality and stability of deliveries.

Upon delivery of live animals, all shipping fees (including health certificates and any handling fees) are invoiced to the person making the request.

For the larger, commercial breeders (eg Charles River and Taconic), we refer to their business terms. Please note that certain animal species are delivered by small suppliers without standardized terms of business. Delivery of some animal species is also seasonal; these animals should therefore be ordered in good time.

Health conditions

BioF continuously conducts health checks in the rodent facility at the -1 level according to the FELASA guidelines. The inspection is carried out by an external laboratory. To maintain animal health in BioF, there are also a number of restrictions on the activities and movements in the animal units and on the import of items to the individual units. BioF is not responsible for any breach of these requirements and is not liable for damages in case of infection – see general conditions.

Housed animals

Animal care is done according to standard regulations and in accordance with applicable legislation. Animals are fed daily by the animal caretakers. BioF's veterinarian have the task of ensuring the health and well-being of the experimental animals and in this connection they provide advice to the researchers. The veterinarian are also obliged to ensure compliance with the current legislation on animal welfare and animal experimental conditions. The supervision is conducted in accordance with the guidelines. It is researcher's duty to inform BioF on planned experimental activities.

Services

BioF's staff provides a range of services to assist with animal experiments. BioF does not provide financial compensation for any errors made in connection with these services.

Guidelines for communication

Punctual and clear communication between researchers and employees at BioF is necessary in order to provide the researchers with the best service and to ensure the welfare of experimental animals. Therefore, it is important that you, as a customer at BioF and as responsible for animals housed at the Department, respond to requests from BioF. As a customer, you are responsible for giving BioF your current contact information (e-mail address). BioF expects that any requests is answered within 7 days. If you are prevented from this due to illness, holiday or otherwise, BioF must be informed of an alternative contact person.

As BioF provides breeding and experimental assistance for researchers, BioF considers it necessary, without further notice, to suspend service to a researcher who does not respond to enquiries from BioF within 7 days (meaning that breeding is suspended, no experimental data is collected, no samples is taken, etc.). If BioF's enquiries continue to be unanswered, a written notice of 7 days is send, with a copy to the Institute. Thereafter, BioF will take additional steps to stop the activity in question without further notice.

Additional administrative assistance

In cases where BioF is required to provide additional administrative assistance for customers (e.g. accountancy assistance), an administrative fee is charged based on the time involved and the hourly rate of the employee. Similarly, other advisory and animal technical assistance is invoiced in cases where the assistance goes beyond the service included in the housing price. In such cases, a written estimate is given to the customer indicating the current price before the assistance commences.

Complaints

Any complaints about the quality of service provided is directed to the BioF. A written response will be prepared within 30 days of receiving the complaint.