1. **How to place an order**

   To order a service, you may complete form OBR 38 – Order Form or submit your request to us in writing in any other form. Such a request must include at least the following information:

   - client details (name and surname or company name, address, contact person, preferred telephone number and email address, tax number – if the client is a VAT payer),
   - sample details (number and type of samples, sample identification or other relevant information about the samples),
   - requested services (title and method designation, see OBR 38 – Order Form),
   - any additional requirements regarding the report, statement of conformity and/or opinion (e.g. which sample data should be included in the report, number of report copies, report in a foreign language, forwarding the report to a third party),
   - if the client requires a statement of conformity, the applied decision rule must be documented, unless it derives from the required specification, legislation, or standard,
   - signature.

   You may send your order by post to:

   Laboratory of the Institute for Oliveculture
   Livade 6
   6310 Izola
   Slovenia

   or by email to:

   labizo@zrs-kp.si or info.izo@zrs-kp.si or Sasa.Volk@zrs-kp.si, or deliver it in person to the laboratory.

   Sample analysis will begin only after we receive the order form with all required information.

2. **Price list** of services is published on the ZRS Koper website, or it can be provided upon request.

3. **Sample quantity and packaging**

   The sample quantity depends on the requested analyses. The minimum sample quantity for sensory evaluation is 250 mL. If the client wants to assess conformity with a predefined category, it must provide two bottles with a volume of at least 250 mL each.
   To determine chemical quality parameters (acidity, peroxide value, UV absorbance, and fatty acid ethyl esters), a minimum total of 200 mL is required.
   To determine other chemical parameters, please contact laboratory staff.
   If multiple analyses are requested on the same sample, the total sample quantity must be at least equal to the sum of the quantities required for each analysis.
   The sample must be packed in clean packaging, preferably glass. The bottle must be full.

4. **How to deliver the samples to the laboratory**

   Samples may be sent by post or delivered to the laboratory in person. When sending the sample, make sure that the bottle is tightly closed and properly protected against damage.

5. **Working hours**
   We are available for order intake, sample reception, and additional information every weekday **(Monday to Friday) from 9:00 to 10:00 and from 15:00 to 16:00.** By prior arrangement, we are also available outside these hours.

6. **Sampling**
   The laboratory does not perform sampling; therefore, test results apply exclusively to the sample delivered to the laboratory by the client.

7. **Storage of samples after testing**
   Samples are stored in the laboratory for one month from the date of the test report.
   If the client provided only one bottle of a sample for which only sensory evaluation was performed (and not chemical testing), such a sample is stored for only 15 days.

   After the storage period expires, the sample is destroyed. However, the client may request the return of remaining samples after the storage period, provided that such a request is made at the time of ordering the service.

   A different storage period may also be agreed upon in writing with the client.

8. **Complaints**
   The laboratory handles complaints in accordance with the procedure described in OP 09 – Complaint Handling, which is provided to clients upon request.

   Deadlines for submitting complaints:
   - Parameters **peroxide value, UV absorbance, tocopherols, biophenols, and sensory evaluation** are time-unstable due to oxidation. Therefore, the deadline for complaints relating to these parameters is no later than **1 week after receiving the test report**. If the laboratory received only one bottle of the sample, differences between the original and repeated test results are to be expected due to the instability of these parameters.
   - **For all other complaints**, the deadline is **no later than 1 month after receiving the test report**.