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Dear valued customer.

This memorandum is simply to inform the consumer on the procedures/ processing that is conducted by Bioretics on products, and to familiarize the consumer with the terms and conditions that apply.

Quality control:

Currently five measurements are used for sterility and high quality of blood.

- 1. Standard B.A plates are inoculated as a initial purity control to ensure sterility initially.*
- 2. Robbins cooked meat media is inoculated and aerobically incubated for 24 hrs which is followed by being sampled and planted on blood agar for further incubation of 24hrs aerobically.*
- 3. A blood smear is made for a differential count to ensure no abnormal cells, blood clots nor antigen-antibody complexes are present due to this having a possible effect on the agar's performance and nutritional value for growth.*
- 4. Refrigeration temperatures as well as courier carrying temperature are closely monitored to range from 8 deg to 14 deg Celsius to ensure that travelling overnight will not affect the product quality*
- 5. Packed cell volume measurement is taken to ensure the red cell ratio is within normal range and the animal used is of healthy condition.*

NB! It is vital for the consumer to conduct secondary quality control on the blood due to the chance of slow growing organisms not being visible in the first 48 hrs of the primary quality control conducted. Bioretics will not be liable for any damages or production loss if the secondary Q.C has not been conducted by the consumer ,should a slow growing organism be present and not have been identified in the first 48 hrs of the primary Q.C.

If it occurs that the consumer identifies a slow growing contaminant after they have conducted secondary quality control, the organism identified has to match the organism in the Bioretics primary q.c retained sample and sufficient documentation has to be delivered for the blood to be replaced.

We have identified a few fungi and bacterial species in the past that only starts colonizing 4 days after the blood has been drawn and therefore secondary quality control by the consumer is extremely important to prevent contaminated products from being produced and financial loss from occurring.

A good example is beta hemolytic streptococcus pyogenes that has a chain of replication steps different from other streptococci and may take up to 5 days to start colonizing in worst case scenarios. This is a very good example of what we might be dealing with to put it in perspective.

Another bacterial specie is of the taylorella genus that is a horse floral inhabitant which colonizes at an extremely slow rate and will probably not be picked up by our initial quality control within 48 hrs aerobically. The consumer has to understand that we can never ignore the fact that we are dealing with micro- organisms.

Initial primary quality control together with secondary quality control will produce an extremely low contamination rate and it has been proven by using proper technique and aseptic methodology, low contamination rates can be achieved like we have seen in the past years from multiple laboratories.

To add more value to our products ,any item that does not comply with these terms and conditions we will replace immediately on fair grounds.

Furthermore qualified staff is employed to execute these duties to ensure aseptic technique and methodology is exercised in the Bioretics laboratory.

Order placement and delivery times.

- A lead time of 5 working days prior to delivery of products is required with regards to receiving a purchase order stating the desired delivery time.*
- Invoices combined with a month end statement will be emailed to accounts department in the first week of every month and has to be settled and the end of that specific month.*
- We also require a remittance advice document to be mailed to our administration for reconciliation purposes on a monthly basis.*
- Should a forecast be given of an ongoing order, the consumer is responsible to notify - Bioretics should it be cancelled or changed in any manor a month in advance.*
- The consumer is responsible to email/ deliver a purchase order 5 working days even in the case of an ongoing order.*

If u have any queries or requests please do not hesitate to contact us.

Kind regards
Reinhardt Fourie

Bioretics cc