



### 1.1 All parties acknowledge that:

- (a) It is the client's responsibility to check the ABR health screens on the ABR website under Quality > Screening Results, to ensure that mice meet the client's facility entry criteria. It is also the client's responsibility to read email notifications regarding recent health status changes. The presence of pathogens in ABR Sale Colonies identified in routine health screening will be communicated to Clients via the ABR MailChimp email list. Clients are encouraged to subscribe at <http://eepurl.com/ikZbjX> to ensure that they receive updated information.
- (b) Refunds will not be provided for mice of an unacceptable health screening status if mice are issued more than 24 hours after an email notification of that health screening status change.
- (c) A full refund or replacement will only be made for the mouse/mice directly affected by any of the above (1.1(a) and 1.1(b)) not for the 'batch of mice' (see definition below).
- (d) A partial refund of 50% may apply for a 'batch of mice' if the client can provide evidence that all mice in the batch had to be culled as they could not be used in research.

*Definition: A 'batch of mice' means a group of mice of the same strain, same sex and same age group delivered on the same day to the same researcher.*

## 2. Refunds for housing and husbandry costs of client strains held at ABR

Refunds for housing and husbandry costs of client strains held at ABR will be provided when ABR staff make errors as detailed below. However, ABR will not accept full responsibility for costs when the client has not provided sufficient information about the strain being held or has not provided clear instructions to ABR staff. Where poor communication or instructions from the client have clearly contributed to the error a partial refund may be offered.

### 2.1 Client responsibilities

- (a) All relevant information about the line that may affect health, breeding, housing and maintenance must be provided to Australian BioResources (ABR) by the Client. This includes all phenotype and behavioral characteristics that the Owner/Client knows about the line. This information is provided in the Line Information when animals are imported to the facility and can be updated using the Lines section of Stuart Web.
- (b) The client must provide clear instructions regarding individual animals, breeding pairs or litters via Stuart communications.
- (c) If the client is responsible for genotyping samples sent from ABR, the client is solely responsible for genotype data entry and the validity of genotype results.