

Terms and Conditions

- The EQAsure program is primarily intended for hospital and clinical laboratories.
- Registration in EQAsure program is mandatory and participant has to fill up all details and submit through web portal – www.eqasure.com.
- Participants are allowed to register anytime during the cycle paying registration fee which will be valid only till the end of the cycle.
- Participation duration and fees are program specific.
- Participation fees include shipping charge within the country although additional carriage will be charged for shipping PT item out of country.
- The registration for the respective EQAsure program is confirmed, when participant's registration request for the respective EQAsure is accepted followed by assigning a Unique Participant Number (UPN).
- To protect the privacy of participants, each participant will be assigned an Unique Participant Number (UPN), which is known only to EQAsure and participant.
- EQAsure reserve the right to reject request for participation.
- Once registration is completed, Log in credential (User name and passwords) will be issued to participants. It is participant's responsibility to maintain confidentiality of login details.
- Once the registration approved by EQAsure and fees paid by participant, participant will get "Certificate of Registration".
- EQAsure will not disclose the participants identity without the prior permission of the participants to public domain, unless required by regulatory authority and/or accreditation bodies. Participant details and performance will be shared to accreditation bodies and regulatory authorities without prior permission of participants. Participant specific information will not share in public domain if required to share prior permission from participants will be taken.
- Each participant is required to renew its participation in the EQAsure program cycle in advance before the completion of running cycle based on renewal schedule declared by PT provider. Participants must complete their renewal process to continue participation in new cycle. If a participant fails to renew its participation will be terminated automatically.
- The participant must keep their data (in particular the billing and shipping address) up to date at all time in profile menu of their login. Any expense incurred due to out-of-date data shall be borne by the participant.
- Before starting of cycle, EQAsure is entitled to cancel it or to reasonably reschedule it. EQAsure will inform the participant and undertake reasonable efforts to offer a prompt alternative date for the realization of PT program.

- Rounds may have to be re-run due to problems in homogeneity and stability or any other technical or unavoidable circumstances including requisite number of participants are not available for particular scheme. Registered participants are informed as applicable.
- Delays in the dispatch of PT item may occasionally arise. If there is delay in dispatch of PT items due to un-foreseen circumstances, participants are informed and updated regularly. EQAsure cannot be held responsible for the delay in dispatch of PT items due to un-foreseen circumstances or to causes beyond their reasonable control.
- Once PT item have been dispatched, EQAsure cannot be held responsible if it subsequently fails to reach the correct personnel or are not stored under the recommended conditions.
- In case of lost/damage of PT item participant must notify to EQAsure. Replacements of PT item depends on the availability of PT item.
- Participant cannot claim to EQAsure for any refund for missing of any PT item during the transportation or any other reason.
- The EQAsure reserves the right to charge the customer additional fees to recover the cost incurred in satisfying any special handling, transport or delivery requirements notified or requested by the participant and agreed by the EQAsure.
- Participant can discontinue from EQAsure at any time during the cycle. However, participant will not get refund of paid subscription charge. Once participant intimate cancellation of participation, EQAsure will stop sending PT item to them.
- Participation in program is accepted with the understanding that participants will process PT item in the same way as their routine samples. This is necessary to achieve the primary purpose of the program, which is to allow participants an insight into their levels of performance in routine work.
- Participant must not be used PT items as standard or any other purpose.
- All PT item must be considered potentially infectious, and handled in accordance with the same safety procedures as for patient samples.
- PT item may contain pathogenic materials. Participant assumes all risk and responsibility for the proper receipt, handling, storage and disposal. There are exceptions, which are noted on the accompanying instruction for participants.
- The PT item will be as similar as possible to actual patient samples routinely tested by participating laboratories, in respect of composition of the matrix, quality or/and level of the analyte.
- Participant must submit their result online through web portal – www.eqasure.com. Hard copy of result will not be accepted for evaluation study.
- Result must be submitted in EQAsure by midnight 12:00 IST on the result deadline date.

- Participant must submit result for correct test methodology and change if require before result submission.
- Results saved to the portal but not submitted, will be considered as submitted on the result deadline date, and analyzed as if they had been submitted by the participant.
- “Certificate of Participation” will be issued at the end of each program cycle. To receive a “Certificate of Participation”, participant has to successfully complete 50% rounds in a cycle, depending upon the type of program.
- Participant details will not be disclosed to any third party, unless required by regulatory authority and/or accreditation bodies, without the prior permission of the participant. Participant details and performance will be shared to accreditation bodies and regulatory authorities without prior permission of participants.
- An authorized person will deal with all communications from participants and reasonable confidentiality will be maintained.
- Collusion between participants is not allowed. To prevent collusion of result, participant should not share or discuss their results with other participants. EQAsure reserves the right to disqualify any participating laboratory from PT scheme if there is evidence of falsification or collusion with another participating laboratory.
- Participant may publish information of their own performance, but shall not published comparative information against other participants.
- PT reports are given in soft copy only.
- PT reports and any other information from PT provider shall not be used for commercial (marketing of service) purpose. For all other uses, prior permission from EQAsure is required.
- PT reports or any other documents and records of EQAsure are strictly for use by participant for monitor its performance and to improve their activities and show to their customers, regulatory authorities and accreditation bodies. PT reports or any document or records in part or whole shall not be given by participant to anybody for any reason other than as stated above without taking the permission of EQAsure. EQAsure reserve right to disqualify any participating laboratory if there is misuse or unauthorized sharing or tempering or copy paste of any records or documents.
- PT provider reserves the right to make any modifications or alterations in the report as may be required from time to time without any prior notice.

- EQAsure's sole and exclusive liability arising from approval of participation shall be limited to a refund of your participation fees. EQAsure is not liable for any indirect consequences, for example lost of revenue, as a result of conclusions based on EQAsure reports or other assessments.
- The participant has no right to sell, assign, transfer, copy, modify or sub-license the use of their registration in PT program.
- If a complaint is received, an investigation is conducted in accordance with documented procedure and outcome of analysis will be informed to the participants within 15 days wherever relevant. No complaint regarding result submission will be entertained after result deadline date.
- Complaint/Query and Appeal may be sent to through the email ID: eqasure@gmail.com
- Participants shall appeal on their performance evaluation within 5 working days of release report. Any appeals received after 5 working days will not be registered and reviewed.
- EQAsure will extend further support to participant on their request for suggestions, advice, feedback, troubleshooting of their performance.
- EQAsure reserve the right at its discretion to amend, update, modify or replace these terms and conditions at any time without any notice. Any such amendment, update, modification or replacement shall be effective once the revised terms and conditions have been posted on EQAsure website. Participant are responsible for checking the terms and conditions of this website regularly. Use of web portal by participant indicates participant acceptance of the terms and conditions applicable at the time access the web portal.