

## CUSTOMER REGISTRATION FORM

**How to use this form:**

- Print and fill out this form and send us a scanned copy to [admin@amlaustralia.com.au](mailto:admin@amlaustralia.com.au)

OR

- Call us on 1300 724961 to register your details with us.  
Monday – Friday, 9am - 5pm (or if urgent call the above number anytime)

**1. Organization details**

**Clinic Name:**.....

**Clinic Address:**.....

**City:**..... **State:**..... **Postcode:**.....

**Phone:**..... **Mobile:**.....

**Email:**..... **Fax:**.....

**2. Veterinarian / Practice Manager details:**

**Practice Manager Name:**.....

**Position:**.....

**Phone:**..... **Mobile:**.....

**Email:**..... **Fax:**.....

**Please tick if relevant.**

- I would like to receive free sampling tubes, jars, swabs and biohazard bags for my sample collection.
- I am regional or inter-state and I would like to receive Toll Priority pre-filled consignment notes and Mailing tubes for shipping.

**For sample pick-up please call 1300 724 961 or drop in between 9am - 5pm, Mon – Fri, 9 am – 12 pm Sat.**

## TERMS AND CONDITIONS

- Diagnostic supplies, including blood tubes, blood bottles, specimen containers, PCR and bacterial swabs, biohazard bags and glass slides will be provided free of charge **upon request**, with the understanding that these will be used for AML Vet testing only.
- All samples must be submitted in biohazard bags with the appropriate request slip.
- Samples must be collected and packed correctly for delivery otherwise may not be acceptable for testing, if unsure contact the laboratory for instructions. Please ensure that the request slip is filled out completely to avoid any delays with testing.
- All serological and microbiological tests have a defined turnaround time, refer to the service list for more information. Our veterinary and microbiology consultants specialists are available for additional consultation and advice on sampling choice, test interpretation, requirements for further testing and case management, including treatment options.
- Our fees include AML courier pick-up services for Melbourne and Geelong Metropolitan areas. A cost of \$40 ex. GST incurred for canceled test will be passed onto the requesting clinic.
- Accounts are billed following the completion of testing and reporting and are due within 30 days of the issue date of issue.

## Regional Victoria or inter-state submissions

For Vic regional or interstate submissions, we use Toll Priority (overnight, biological shipment during weekdays) as couriers. Bookings will be performed on your behalf by our staff. If you are a regular use of our service, pre-filled consignment notes will be dispatched to your clinic in advance. If these are not available, you will need to fill a consignment note manually. Ensure that samples are packaged according to IATA regulations using a i) primary air-tight receptacle e.g. blood tube with biohazard bag and submission form ± mini cool gel pack ii) absorbent material (cotton, gauze) iii) secondary receptacle (e.g. a 500 ml plastic screw-capped container) and iv) cylindrical lab mailer. Once packaged, please email or call us with dimension and weight of the package.

Lab mailers and gel packs can be shipped to customers upon request. A flat shipping fee of \$33 (incl. GST) will be incurred per shipment booked and appear as a separate item on your monthly bill.