



## Customer Agreement Terms and Conditions

Forensic Services customers agree, prior to any examination being performed, that Forensic Services staff will determine the examinations to be performed, the scope of analysis, and the items to be analyzed. Forensic Services acknowledges that each case is unique and will provide the most appropriate analysis possible. Forensic Services encourages input from the submitting agency and the assigned prosecutor to determine the best approach.

In addition, customers should be aware of the following details:

- 1 Forensic Services staff will select the appropriate analytical method to be utilized in analyzing evidence according to laboratory guidelines in accordance with ISO/IEC 17025 accreditation.
- 2 Forensic laboratory developed methods may be applied in analysis. These methods shall be used in accordance with laboratory policy.
- 3 Submitted evidence will be analyzed according to discipline specific sampling plans of Forensic Services.
- 4 The customer will be informed if an examination decided upon significantly deviates from the customer's request.
- 5 Examinations may be carried out at any one of the three laboratories in the system. Transfers between the laboratories will be documented.
- 6 When appropriate, customers will be advised in writing and their approval obtained before work is subcontracted to a non-ISP laboratory. The work will be placed with a competent subcontractor. Forensic Services is responsible to the customer for the work performed by a subcontractor.
- 7 When an ISP laboratory is unable to provide requested services and the customer specifies an alternate laboratory to be used, Forensic Services is not responsible for the results or financial arrangements and no contractual relationship exists between Forensic Services and any such laboratory.
- 8 When a blood or urine sample is submitted to the ISP forensic lab and DUI or DUID is checked in ILIMS prelog, a copy of the report generated by the lab will be forwarded to the Department of Transportation Driver Services for administrative license suspension (ALS). Evidence submitted for persons suspected of driving under the influence of alcohol or other intoxicating substances will not be returned to a submitting agency without examination. The analysis for ALS will be run before the evidence is returned.
- 9 Information entered incorrectly by an agency representative in ILIMS prelog will be reflected on the laboratory report. ISPFs will make corrections requested by a customer at any point before the laboratory report is issued. The laboratory will not issue amended reports (will not make changes after a report has been issued) for ILIMS prelog entry errors or omissions made by customers.
- 10 Calibration certificates for breath testing instruments submitted to ISPFs for calibration are accessible on our public website. The certificate is available to any individual using the instrument serial number and includes information such as the submitting agency, test results and calibration status.