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## 1 Aim and purpose

To ensure legally valid information about the prices, terms and conditions of routinely performed services (assessment of olive oil).

## 2 Scope

The Food Sensory Group, accredited to provide services on behalf of the Institute of Food and Beverage Innovation at the Zurich University of Applied Sciences (ZHAW).

## 3 Persons responsible

The test leaders are responsible for compliance with the applicable regulations.

## 4 Applicable documents

**Food Sensory Group documents:**

[Food Sensory Group Index](#)

**ZHAW documents:**

[ZHAW QM Index](#) (on Intranet)

## 5 Price list, terms and conditions for olive oil evaluation

(see next page)

## List of services

### Evaluation of olive oil (sensory):

#### I Classification of olive oil (panel test)

Testing procedure in accordance with:

- COI / T. 20 / Doc. No. 15 / Rev. 4 of Nov. 2011
- Regulation (EC) No. 640/2008 of 04 July 2008, Annexe XII

Testing criteria:

- 5 negative attributes (fusty-muddy, musty-humid, winey-vinegary, metallic, rancid, others)
- 3 positive attributes (fruity, bitter, pungent)

#### II Panel test with positive description

Testing procedure in accordance with:

- COI / T. 20 / Doc. No. 15 / Rev. 4 of Nov. 2011
- Regulation (EC) No. 640/2008 of 04 July 2008, Annexe XII

Testing criteria:

- 5 negative attributes (fusty-muddy, musty-humid, winey-vinegary, metallic, rancid, etc.)
- 3 positive attributes (fruity, bitter, pungent)
- Harmony and persistency
- Positive description (green / ripe olive, grass, nuts, fruits, vegetables, herbs, etc.)

## Prices

### A. Regular sample shipment or tasting in the field (List of services I and II)

Dates are fixed and cannot be individually agreed between the client and the ZHAW Food Sensory Group.

- 1 oil                    SFr. 350.00 / oil
- Discount                not available

### B. Special sample shipment (List of services I and II)

Dates can be individually agreed between the client and the ZHAW Food Sensory Group.

- 1 oil                    SFr. 500.00 / oil
- from 5 oils            SFr. 350.00 / oil
- from 10 oils          SFr. 250.00 / oil

## Terms and conditions

### Initiation of orders:

- Orders are initiated through informal verbal agreement between the client and the ZHAW Food Sensory Group.

### Scheduling:

- The scheduling of the work, its completion date and reporting are defined informally between the client and the ZHAW Food Sensory Group.

### Test management:

- Management of the test is the responsibility of the testing supervisor of the Olive Oil Panel, part of the Food Sensory Group at the Zurich University of Applied Sciences.

### Confidentiality:

- All information, results and documentation will be treated in strict confidence.

### Complaints:


- The client has the right to complain if the services chosen from the 'List of services' are not provided.

### Payment:

- An invoice is issued on completion of the work; payment is due within 30 days. In the event of early termination, costs incurred up to this point are invoiced.
- The prices listed above do not include VAT.

### Validity:

- The prices, terms and conditions shown above are valid unless a more recent version of this document has been released.

 <p>Life Sciences und Facility Management</p>	<p>Services</p> <p><b>Price list, terms and conditions</b></p> <p><b>Olive oil evaluation</b></p> <p>Food Sensory Group</p>	<p>LMT-SEN-C6-303e</p> <p>Page: 5 / 5</p> <p>Date: 22.03.12</p>
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## Binding Order

### Zurich University of Applied Sciences

Sensory Group / Sensory Laboratory  
Annette Bongartz  
Grüental / PO Box  
CH 8820 Wädenswil

Email: [annette.bongartz@zhaw.ch](mailto:annette.bongartz@zhaw.ch)  
Fax: +41 58 934 58 53

### Order: Evaluation of olive oil (in accordance with 'Details of services' and 'Prices')

Number of oils: \_\_\_\_\_ → Dispatch of at least 2 x 500 ml !

Name of oils: \_\_\_\_\_  
(In case of several oils or if there is not enough space, please use other side of page or add additional sheet)

MHD/LOT-Nr.: \_\_\_\_\_  
(In case of several oils or if there is not enough space, please use other side of page or add additional sheet)

Please mark:  A. Regular sample shipment  
 B. Special sample shipment

Deadline for test report: \_\_\_\_\_

### Client:

Company \_\_\_\_\_  
Contact person \_\_\_\_\_  
Street \_\_\_\_\_  
Town \_\_\_\_\_  
Country \_\_\_\_\_  
Tel. \_\_\_\_\_  
Email \_\_\_\_\_

The order is binding once this document has been signed.  
The current price list, terms and conditions of the ZHAW Food Sensory Group apply.

Date: \_\_\_\_\_ Signature: \_\_\_\_\_