

1. Definitions

- 1.1 The term "PGTB" refers to the Bordeaux Transcriptome Genome Platform located at Bâtiment Artiga, 69 route d'Arcachon, 33610 Cestas, France.
- 1.2 The term "User" refers to all persons who request PGTB to produce and analyse data.
- 1.3 The term "project" refers to the analyses carried out by PGTB on behalf of the User, or those carried out by the User in autonomy during the provision of equipment or workspaces, or the research and development (R&D) projects carried out in collaboration with PGTB.

2. Project commitment

- 2.1 The User contacts the PGTB and specifies the type of project he wishes to carry out: number and type of samples, analyses, equipment, etc... After validation of the feasibility, PGTB proposes to the User a technical solution accompanied by a price estimate.
- 2.2 If the User accepts the proposal of the PGTB, he is invited to fill in the form "Your project at the PGTB". The User agrees to respect these general conditions and can formulate specific requests.
- 2.3 Upon receipt of the form, PGTB will send the quote to the User. The particular requests formulated by the User will be studied by PGTB.
- 2.4 For the services: the User returns to PGTB and its financial service the estimate and the associated order form, which validates and commits the project. Except in case of exceptional agreement of the PGTB, no project will be able to start without the User having returned the order form. In the case of R&D projects: the User and the PGTB jointly complete and validate the specifications of the project. If applicable, the User must return to the PGTB and its managers the quote and the associated purchase order.
- 2.5 Upon receipt of the purchase order, the PGTB sends to the User the requirements or the procedure for the preparation of the samples for analysis and the instruction for sending the samples.

3. Samples

- 3.1 No sample representing a risk for the manipulators, for the environment or for the equipments will be accepted: radio-labelled samples or samples treated by a toxic chemical or CMR, samples of tissues or fluids of human and animal origin (blood, sputum, faeces...), samples with quarantine or emerging pathogens (*Xylella fastidiosa*, pinewood nematodes...) In case of doubt, the User must inform the PGTB before the validation of the project and the sending of the samples.

- 3.2 The User must prepare the samples in accordance with the prerequisites or the protocol. If not, the samples will not be processed within the announced timeframe. An extra cost will be applied or a new sample shipment will be requested.
- 3.3 The User fills in the sample submission form for each sample submission. The User sends to PGTB: the identifiers of the samples, the plate details, the proof of conformity of the samples with the quality criteria requested in the prerequisites or in the protocol. For R&D projects, other quality criteria may be defined in the specifications depending on the nature of the samples and the R&D project.
- 3.4 Upon receipt, the PGTB stores DNA and PCR product samples at 4°C or -20°C and RNA at -80°C. If the samples require special storage conditions, the User must specify this in the remarks of the sample submission form.
- 3.5 If the samples are damaged by PGTB, the User will be informed and PGTB will cover the cost of reshipping aliquots.
- 3.6 As PGTB does not return samples, the User must only send aliquots of the samples.
- 3.7 For any special requests regarding samples, refer to paragraphs 2.2 and 2.3.

4. Process of a service project

- 4.1 Upon receipt of the samples, PGTB will validate them within 15 days (indicative period). In case of problems with the samples, the User will be contacted. Samples that do not meet the quality criteria can be analysed on request of the User, but PGTB cannot be held responsible in case of failure of the analysis.
- 4.2 After validation of the samples, the analyses will be carried out within 3 months (indicative delay). The PGTB guarantees the quality of the manipulations carried out thanks to internal quality controls.
- 4.3 The results will be transmitted to the User by email, on hard disk or via a file sharing server. In case of problems, the User will contact PGTB as soon as possible.
- 4.4 Without a specific request from the User, the project will be closed 2 months after the last results have been sent: samples and results will not be kept by PGTB.

5. Specific case: provision of equipment or analysis

- 5.1 The first time the User comes to the PGTB, the User must attend the PGTB's visit and be trained in the analysis or use of the requested equipment. On subsequent visits, the User must inform PGTB and reserve the workstations and equipment on the PGTB reservation system.
- 5.2 The User can store his/her samples in the PGTB laboratory during the project. Unless otherwise agreed by PGTB, the User shall only use consumables and reagents provided by PGTB.
- 5.3 PGTB recommends to the User to analyse samples that comply with the quality criteria given in the prerequisites or protocols for the concerned analyses and to include internal controls. PGTB can in no way guarantee the quality of the manipulations performed by the User. In case of misuse of the equipment by the User resulting in repair costs, these will be charged to the User.
- 5.4 The data produced by the User on the equipment made available by PGTB are saved by the User. Once the last results are produced by the User, the User will get his samples back, otherwise they will be destroyed by PGTB. Without a specific request from the User within 2 months, the project will be closed.

6. Process of an R&D project

- 6.1 If the User has to carry out analyses or use equipments in the PGTB laboratory in the framework of the R&D project, he will have to follow the conditions of paragraphs 5.1 and 5.2 above.
- 6.2 Project meetings may be held at the request of the User or PGTB, and may result in project reviews to modify the initial specifications if necessary.
- 6.3 The results will be sent to the User by email, on hard disk or via a file sharing server.
- 6.4 At the end of the project, an assessment will be made with the User during a project closing meeting.

7. Privacy

- 7.1 PGTB suggests that Users anonymize the names of their projects, markers and samples.
- 7.2 To ensure the confidentiality of projects, PGTB asks all Users on its premises not to communicate about any project or result that they may have seen or heard on PGTB on a permanent basis.
- 7.3 PGTB reserves the right to mention the name of the laboratory (unit, institute or company), the name of the User, the type and volume of activity in its presentations and activity reports.
- 7.4 For any specific requests for confidentiality, please refer to paragraphs 2.2 and 2.3.

8. Intellectual property

- 8.1 For the services and the provision of services, the PGTB is the owner of the methods and the User is the owner of the results. PGTB can communicate freely on the methods, but can only communicate on the results after written agreement of the User.
- 8.2 For R&D projects, the User and PGTB define the intellectual property of the methods and the results by mutual agreement in the specifications.
- 8.3 For all specific requests on intellectual property, refer to paragraphs 2.2 and 2.3.

9. Valuation

- 9.1 For the services provided and made available, the User must systematically mention the PGTB in the acknowledgements of all scientific valuations of the project (publications, oral communications, etc...). For publications, the following sentence must be used: "Part of the experiments [specify which ones] were performed at the PGTB (doi:10.15454/1.5572396583599417E12), with the help of [specify with whom]".
- 9.2 For R&D projects, the User and the PGTB define in the specifications the publication strategy and which members of the PGTB will be positioned as co-authors. This list may be reviewed at the close of the project, depending on the involvement of each party. When PGTB staff are included as co-authors, the User should note the following affiliation: "Univ. Bordeaux, INRAE, BIOGECO, F-33610 Cestas, France".

10. Amendment to the project

- 10.1 The User can ask PGTB for additional analyses on the same project within a period of 2 months after sending the last results. In this case, PGTB will send the User a new estimate associated to the same project. The User will have to transmit to the PGTB and its managers the new estimate and the corresponding new order form.
- 10.2 The complementary analyses will be carried out according to the general conditions in force at the date of the amendment.