GENERAL TERMS AND CONDITIONS OF BUSINESS

Veterinary Laboratory VETPRO d.o.o., Belgrade | Effective from 1 March 2026

Kneza Danila 49–51, Belgrade | Company registration number: 21932841 | Tax identification number (PIB): 113835335

Part One
General Provisions

Article 1

These General Terms and Conditions of Business (the “Terms”) define the laboratory services provided by Veterinary Laboratory VETPRO d.o.o. (“VETPRO”) and govern the formation and performance of contracts entered into between VETPRO and its clients for the provision of such services.

These Terms apply to all contractual relationships between VETPRO and its clients. Upon formation of the contract, the client requesting the laboratory service is deemed to have accepted these Terms, which form an integral part of that contract.

Article 2

VETPRO displays these Terms, including any amendments, prominently at its business premises and on its website in the Serbian language.

VETPRO shall provide clients with an opportunity to familiarise themselves with these Terms. Appropriately qualified staff shall provide explanations and guidance concerning their application to particular services. At a client’s request, VETPRO shall provide a copy in writing or on another durable medium.

Article 3

VETPRO is a clinical veterinary diagnostic laboratory equipped with modern instruments and equipment intended for veterinary use.

In performing its activities in accordance with the Serbian Law on Veterinary Medicine, the Animal Welfare Law and applicable secondary legislation, VETPRO provides laboratory diagnostic services to support veterinarians in delivering appropriate veterinary care.

VETPRO acts in accordance with veterinary professional ethics and the principles of good veterinary practice. Laboratory findings constitute one component of clinical assessment and must be interpreted by an appropriately qualified professional in conjunction with the animal’s history, clinical examination and other diagnostic findings.

VETPRO works in accordance with the principles and Guidelines of Good Laboratory Practice (Official Gazette of the Republic of Serbia, No. 28/2008) and the requirements of the Rulebook governing laboratory premises, equipment, working resources and professional personnel (Official Gazette of the Republic of Serbia, No. 45/2010).

Part Two
Contractual Terms

Article 4

Unless expressly stated otherwise, information, quotations and service descriptions issued by VETPRO are non-binding and constitute an invitation to submit an offer on the terms set out in these Terms and on VETPRO’s website (https://vetpro.rs/).

Contracts for laboratory services may be entered into between VETPRO and legal persons carrying on veterinary activities or natural persons responsible for paying for the relevant service.

Article 5

All contracts entered into and services provided by VETPRO are subject to these Terms. Any standard terms and conditions proposed by a client are excluded to the extent that they conflict with these Terms, unless VETPRO expressly accepts the client's terms in writing following the client's written proposal.

Article 6

Where a client expressly requests terms which differ from these Terms, VETPRO may enter into a separate written service agreement with that client.

If any provision of such an agreement is held to be invalid or unenforceable, the remaining provisions shall remain in force. The invalid or unenforceable provision shall be replaced, to the extent applicable, by the relevant mandatory legal provisions and these Terms. If no applicable statutory provision resolves the matter, the parties shall seek to agree a lawful replacement provision reflecting, as closely as practicable, the original commercial and legal purpose of the agreement.

Part Three
Formation and Performance of the Contract

Article 7

By completing and signing the Test Request Form, the client, whether a legal or natural person, acknowledges having been given the opportunity to familiarise themselves with the current Serbian laboratory price list, the laboratory handbook and these Terms.

The contract for laboratory services is deemed to be concluded when the VETPRO employee authorised to receive samples has received both the sample and the completed Test Request Form.

The client may withdraw a testing request before testing commences. For the purposes of these Terms, testing is deemed to commence when the sample is registered in VETPRO's records. If the request is withdrawn after that point, VETPRO reserves the right to charge the full fee for the requested testing.

Article 8

The expected turnaround time shall be communicated to the client when the contract is concluded. Any stated turnaround or reporting time is an estimate based on normal operating conditions and is not a guaranteed deadline.

VETPRO shall not be responsible for delays in issuing laboratory reports attributable to third parties, suppliers, postal operators or courier services. Where a delay is not directly attributable to negligence on the part of VETPRO, including interruptions to electricity, water or data transmission, the client shall not be entitled to a reduction in the testing fee on that ground alone.

Where several analyses requiring different processing times are requested for the same sample, VETPRO may issue a preliminary or partial laboratory report.

Article 9

The laboratory report shall normally be sent to the referring veterinarian who collected the sample and submitted it to VETPRO, irrespective of whether the costs are borne by the animal's owner or the veterinary practice.

At the referring veterinarian's written request, a copy may also be sent to the animal's owner. VETPRO reserves the right to charge an additional administrative fee for this service.

Where the person ordering the laboratory service is also the person responsible for payment, that client is the sole holder of the contractual rights relating to the report.

Where the animal's owner bears the cost of testing, the report shall also be provided to the owner, in addition to the referring veterinarian. VETPRO may notify the referring veterinarian when the report has been sent to the owner.

Part Four
Fees and Payment

Article 10

All prices set out in the current Serbian price list of laboratory analyses and accompanying laboratory handbook are inclusive of value added tax (VAT) at the applicable rate.

Legal and natural persons maintaining an ongoing business relationship with VETPRO may qualify for preferential client rates as published in the applicable price list. Eligibility for such rates shall be determined by the Director.

Unless otherwise agreed, VETPRO shall invoice services with payment due within seven days.

VETPRO shall comply with the mandatory provisions of the Serbian Law on Deadlines for Settlement of Monetary Obligations in Commercial Transactions, as amended. In particular, statutory payment periods and statutory compensation for late payment shall apply to transactions falling within the scope of that Law.

Article 11

Where an animal’s owner personally delivers a sample to an authorised VETPRO representative together with a Test Request Form completed by the veterinarian, that fact shall be recorded in the “Notes” section of the form. The record shall include the owner’s signature and the personal particulars necessary to document delivery and any outstanding payment obligation.

Part Five
Liability

Article 12

Where testing has been performed in accordance with accepted professional standards, VETPRO shall not be liable for a result which does not accurately reflect the patient’s clinical condition where that inaccuracy is attributable to the poor quality of the submitted sample.

A sample may be considered unsuitable where it has been collected or handled contrary to the sampling instructions published on the VETPRO website or the instructions accompanying the relevant sampling materials.

The person collecting a sample is responsible for its proper identification and labelling; VETPRO is not responsible for errors in identification or labelling made before receipt of the sample.

In the event of a testing or measurement error arising from a quality-control deficiency, data-transmission error or comparable human error, VETPRO’s liability shall be limited to the fee charged for the laboratory service concerned, except where the error was caused intentionally or by gross negligence, and subject in all cases to applicable mandatory law.

Part Six
Personal Data and Confidentiality

Article 13

Personal data relating to VETPRO’s clients and animal owners shall be processed and retained in accordance with the applicable Serbian Law on Personal Data Protection and other mandatory data-protection requirements.

Access to test-related information shall be restricted to persons authorised under the applicable contractual arrangements and legal requirements.

Data subjects shall have the rights of access, information and other rights provided by applicable data-protection legislation. Where an animal’s owner requests access to information concerning their animal and its clinical findings, VETPRO shall handle that request in accordance with applicable law and the relevant contractual arrangements and shall notify the referring veterinarian where required.

Article 14

VETPRO shall treat as confidential all information received from clients or generated in the course of its laboratory activities, in accordance with the requirements of SRPS ISO/IEC 17025.

Confidential information includes information relating to clients, animal owners, patients, samples, test results and all other information obtained during sample receipt, laboratory testing and reporting.

Such information shall not be disclosed to third parties without the client's prior consent, unless disclosure is required by law or is necessary for accreditation, regulatory supervision or inspection by duly authorised bodies.

All VETPRO employees and external associates shall maintain the confidentiality of information obtained in the performance of their duties.

Where a natural person submits a sample, signing the Declaration of Acceptance of Testing Conditions confirms that the person has been informed of, and accepts, the confidentiality provisions.

Part Seven
Privacy and Use of Information

Article 15

VETPRO may publish information received from clients on its website for marketing purposes. Where a client requests the removal of information relating to that client or their animal, VETPRO shall remove it. Any publication involving personal data is subject to the applicable data-protection requirements.

VETPRO may use genuinely anonymised laboratory test results for scientific publications, research and professional development, principally in the form of aggregated statistical data.

Part Eight
Governing Law and Jurisdiction

Article 16

These Terms and contracts governed by them shall be interpreted and performed in accordance with the applicable laws of the Republic of Serbia, including legislation governing contractual obligations and veterinary activities.

Disputes arising from contracts to which these Terms apply shall be referred to the Commercial Court in Belgrade where that court has jurisdiction under the applicable rules of subject-matter and territorial jurisdiction. Nothing in this provision shall prejudice any mandatory right to bring proceedings before another competent court.

Belgrade, 1 March 2026 — Director of VETPRO d.o.o. — Smiljana Vuković