



DELIVERY CONDITIONS
for dose monitoring services using dosimeters at
the Personal dosimetry Laboratory at the Danish Health Authority, Radiation Protection

1. Application

1.1. These delivery conditions apply to dose monitoring services using dosimeters from the Personal Dosimetry Laboratory at the Danish Health Authority, Radiation Protection, unless otherwise agreed in writing.

1.2. In these delivery conditions, the following applies:

- The laboratory: The Personal Dosimetry Laboratory at the Danish Health Authority, Radiation Protection.
- The customer: The undertaking or employer responsible for dose monitoring under the Radiation Protection Act.
- High dose: Dose that exceeds the dose values stated in appendix 7 in the Executive Order on Ionizing Radiation and Radiation Protection (bek. 1384/2025).

1.3. The Danish Health Authority notifies changes to the delivery conditions minimum 6 weeks prior to entry into force.

2. Contractual basis

2.1. The agreement for the provision of the laboratory's dose monitoring services is binding when the customer has completed and submitted the web form "Create dosimetry service agreement" and the laboratory has accepted this by sending a receipt.

2.2. The laboratory may refrain from entering into an agreement with the customer if outstanding claims have not been paid.

2.3. The customer notifies changes to the agreement by completing and submitting the web form "Submit changes regarding dose monitoring". This applies to changes in CVR number, P number, contact information, billing information, deregistration of persons or similar.

2.4. Changes notified by the customer before the 1st of the month apply to dosimeters for use from the 15th of the same month. Changes notified by the customer before the 15th of the month apply to dosimeters for use from the 1st of the following month.

3. Laboratory services

3.1. The laboratory offers the following dose monitoring services:

- a) Delivery of dosimeters.
- b) Readout of dose measurements.
- c) Submission of the result to the customer.
- d) Statutory reporting of the result to the Danish Health Authority's Personal Dose Registry.
- e) Notification of high dose to the customer.

Ad a) Delivery of dosimeters

3.2. The laboratory regularly sends dosimeters for use from the 1st or 15th of the month. Dosimeters are replaced at the frequency agreed with the customer. The laboratory sets a fixed customer-specific shipping interval for all of the customer's dosimeters.

3.3. If dosimeters need to be sent urgently, the laboratory will send dosimeters no later than 48 hours after the order has been received and confirmed. An agreement to this effect can be made by contacting the laboratory. The Danish Health Authority charges a fee for the urgent delivery of dosimeters, see the section Payment.

3.4. The laboratory will send replacement dosimeters free of charge when the customer has not received dosimeters and notifies the laboratory no later than 5 working days after the start date of measurement period.

Ad b) Readout of dose measurements

3.5. The laboratory reads out dose measurements on the dosimeters supplied by the laboratory, however neutron dosimeters are read by the UK Health Security Agency (UKHSA).

3.6. If a high dose is suspected, the laboratory must be contacted and the laboratory will read out the dose measurement within 24 hours of receiving the dosimeter. Neutron dosimeters are read out within 24 hours of receipt by the UKHSA.

Ad c) Submission of the result

3.7. The laboratory sends the result of the dose measurement to the digital mailbox linked to the customer's CVR number.

3.8. The laboratory sends the result of the dose measurement no later than 25 days of receiving the dosimeters.

Ad d) Statutory reporting of the result

3.9. The laboratory registers the customer for inclusion in the Danish Health Authority's Register for Personal Dosimetry. The laboratory informs the Danish Health Authority about the persons who are dose monitored at any given time, cf.bek. 1384/2025, § 86.

3.10. The laboratory reports the result of the dose measurement to the Danish Health Authority's Register for Personal Dosimetry no later than 25 days after the result being available, cf.bek. 1384/2025, § 86.

3.11. If the laboratory has not received the dosimeter within 1 month of the end date of the measurement period, the laboratory will report this to the Danish Health Authority's Register for Personal Dosimetry.

Ad e) Notification of high dose

3.12. If the laboratory detects a high dose on a dosimeter, the laboratory sends a message to the digital mailbox linked to the customer's CVR number.

4. Customer obligations

4.1. The dosimeters provided by the laboratory are the property of the laboratory and are loaned to the customer.

4.2. The customer bears the risk for damage and miscarriage of the dosimeters from the time of receipt of the dosimeter until the laboratory receives the return shipment.

Return of dosimeters

4.3. The customer shall return the laboratory's dosimeters to the laboratory as soon as possible after the end date of the measurement period and within 10 weekdays at the latest. Within this period, the dosimeter is considered returned on time, as later returns increase the uncertainty of the measurement method and poses a risk that the laboratory will not be able to report in timely to the Danish Health Authority's Personal Dose Registry (3.10).

4.4. The customer shall notify the laboratory of any irregularity in the use of a dosimeter by telephone or email at the latest when returning the dosimeter, as this may affect the result of the dose measurement. This also applies if the dosimeter is worn by a person other than the person whose name is stated on the dosimeter.

4.5. The customer applies postage for the return shipment. The Danish Health Authority charges a fee for missing or insufficient postage on returned dosimeters, see the section Payment.

4.6. A dosimeter that is damaged or not returned within 3 months of the end date of the measurement period is considered lost. In addition to the basic price, the Danish Health Authority charges a compensation amount to cover the missing reusable dosimeter, see the section Payment. If the dosimeter is subsequently returned, the laboratory will attempt to read the dosimeter and send the result of the dose measurement to the customer. The customer cannot claim a refund of the compensation amount.

5. Payment

5.1. The payment is charged at the prices applicable on the start date of the measurement period.

5.2. The Danish Health Authority sends an invoice to the customer at the beginning of each month after the start date of the measurement period.

5.3. The due date is 30 days.

5.4. The Danish Health Authority charges interest and reminder fees in accordance with the Danish Interest Act in the event of late payment. 5.5. If payment has not been received after three reminders, the Danish Health Authority can hand over the claim to the Danish Debt Collection Agency for collection.

5.6. Invoices are sent to the digital mailbox linked to the customer's CVR number, unless an EAN number is provided.

5.7. The prices in force at any given time appear from the [Price List for personal dosimetry](#) on the Danish Health Authority's website. The Danish Health Authority notifies changes to the price list 6 weeks prior to entry into force by individual notification to the customer.

6. Choice of law and jurisdiction

Disputes between the customer and the laboratory are subject to Danish law and shall be settled by a Danish court.

7. Contact

7.1. Notifications to the laboratory must be made via web forms (2.1 and 2.3), telephone or email.

7.2. Notifications sent together with the returned dosimeters will not be read (4.3).

Laboratory contact information

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