



## Terms and Conditions

### I. CONFIDENTIALITY

Triclinic Labs maintains strict confidentiality with its clients. Formal Confidentiality Agreements (CDA, MTA, MSA) may be initiated by the client or by Triclinic Labs. Please contact Shawn Comella at Triclinic to initiate a formal agreement

### II. FINANCIAL INFORMATION:

1. A valid Purchase Order is required for clients whose credit has not been established with Triclinic.
2. Payment terms are "NET 30". Client agrees to pay all costs, including, but not limited to attorney and accounting fees and other expenses of collection resulting from any default by Client on any of the terms of this contract.
3. Purchase orders or verified payment are REQUIRED. Orders submitted without this information may cause delays in analysis.
4. For third party billing a signed purchase order must be received from the party being billed for the service.
5. A surcharge will be added for all expedited service requests. Expedited analysis is subject to prior approval and availability.
6. Project discounts may be available. Quotations will be provided free of charge.
7. A project minimum will be charged on all samples including those samples cancelled at the customer's request. Please see your quotation or pricing sheet for terms.
8. Clients that request Raw Data will have a copy sent to them (at no charge) along with their report. There is a surcharge for copies of the raw data when requested after initial sending is completed.
9. Additional charges may be assessed (e.g. hazardous samples, DEA controlled substances).
10. Shipping costs will be charged to clients that would like containers, coolers or ice packs returned.
11. Liability of Triclinic Labs is limited to an amount no greater than the amount invoiced.

### III. SAMPLE SUBMISSION

1. If using the Triclinic Online Sample Submission Form, you will have the opportunity to print the completed document for your records. (A confirmation code will be provided via email. This should be included with the sample). If using the Print Sample Submission Form, you must include the original with your sample.

2. Fill out the form COMPLETELY, including product name, lot number, test, testing methods requested, and the number and quantity of samples sent. Incomplete information may cause a delay in receiving your results.
3. Online sample submission is limited to five (5) individual samples for queuing reasons. If you have more than 5 samples, please submit additional forms online or by filling out additional forms.
4. All results will be reported by the method supplied and/or identified. If a limit is not supplied, we will default to associated compendia limits, or "Sample Results" when compendial limits are not available
5. Label the sample with your company name, product name and lot number. Samples received without a lot number will be entered as "N/A".
6. Please pack samples appropriately to prevent breakage and to ensure samples are protected from moisture during shipment.
7. Hazardous substances must be appropriately labeled for the protection of office and laboratory personnel.
  - a. Shipping carton exterior must be labeled as to the hazard enclosed; caustic, cytotoxic, anti-neoplastic, explosive, corrosive, toxic, or carcinogenic, etc.
  - b. Material Safety Data Sheet (MSDS) must be provided with the sample.
  - c. Samples may be analyzed in a Hazardous Materials Laboratory at our discretion
  - d. Additional charges may be applied.
8. Controlled Substance analysis will be delayed if appropriate information is not supplied. This information MUST include:
  - a. DEA number and schedule on the Sample Submission Form.
  - b. A copy of your current DEA registration certificate on file at Triclinic Labs (or included with sample).
  - c. The concentration and the amount of controlled sample submitted.
  - d. Additional charges may be applied.
9. Please place Sample Submission Form, MSDS and any other correspondence submitted, in an envelope and place at the top of the box or affixed to the outside of the box.
10. Samples submitted for expedited services must be received by 12pm Eastern Time or they will be queued for testing the next business day
11. In calculating turn-around time, pending all appropriate documentation is in order, the day sample is received is considered Day 1.

*For example, if a customer chooses 5 day turnaround time and samples arrive at Triclinic Labs on Monday, results will be complete by Friday. For International orders, please allow sufficient time to clear customs. We are not responsible for customs expediting or brokerage.*

#### **IV. RETENTION AND DISPOSAL**

1. Samples are retained for a period of 60 days after completion of analysis.
2. Special PRIOR arrangements must be made to return or retain samples under other conditions. Hazardous samples or Controlled Samples may be returned to our clients for their disposal.
3. Unless alternate arrangements have been made, raw data will be retained for 10 years after final report date. Triclinic maintains offsite backup.

**For questions regarding the above information please contact Triclinic Labs.**

**Triclinic Labs**

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