

STANDARD TERMS AND CONDITIONS

Limit of Liability: Although every care and precaution is taken in the performance of our services, our liability for loss or damage in all circumstances is limited to, at our option, re-analysis of the samples at our expense or the cancellation of charges. In no event shall we be liable to you or any other person, whether in tort, contract, or otherwise, for (i) indirect damages, special damages, lost profits, consequential damages or punitive damages; or (ii) any amount in excess of the amount paid or payable by you (or a third party on your behalf) to us for the services.

Sample Receipt: Samples should be delivered prepaid. Chain of Custody/Analysis Request forms are available from the lab or can be downloaded from the website. **A signed Analysis Request form must accompany all samples.** Failure to do so may result in delays in service.

Sample storage: Due to limited storage facilities, samples will be kept for 30 calendar days after results are reported unless otherwise requested (long term storage charges may be applicable).

Sample containers: Various sampling instructions and volume requirements are provided on our website. Please contact us for information regarding volume and preservation requirements not listed there. We supply sample containers and preservatives at no charge to clients.

Hazardous Waste Disposal: Samples classified as hazardous substances will either be disposed of by SRC for an additional fee or returned to the client at the client's cost.

Confidentiality: All data and reports are the confidential property of the client. No information will be released to others without the express written consent of the client, unless legally required by government regulation or a court of law.

BILLING AND REPORTING INFORMATION

Standard Turnaround: Standard turn-around time in reporting of results for routine samples is usually a maximum of 10 business days.

Rush Service: 1-4 working days depending on type of analysis will be provided at a 100% surcharge. Rush services are only available for select services.

Rush Service with Overtime Approval: A surcharge of 100%, and, when deemed necessary by SRC, an hourly rate, will be applicable for services rendered outside normal business hours. Turn-around time will depend on the type of analysis. Please indicate which rush service is required with sample submission. Discounts will not generally apply to expedited service. Rush services are only available for select services.

Fees: Published prices may be subject to change without prior notification. GST will be added to the invoice if applicable.

Late payment charges: Interest will be charged at the rate of 1.5% per month (18.00% per annum) on all invoices overdue thirty (30) calendar days or more from the invoice date.

Minimum billing: A minimum charge may be applied to all analytical orders.

Quotations and Proposals: Volume discounts can be discussed with us prior to undertaking work. **Quotes and proposals will include a quote number that must be referenced when samples are submitted.**

ANALYSIS REQUEST FORM/CHAIN OF CUSTODY INFORMATION

It is important that a signed analysis request form accompany your samples. Please ensure that the following information is filled in on the form:

- Complete address and contact information. If the billing is to go to a different address than the report, please indicate that on the form and provide the billing information.
- Sample identification as you would like to see it on your report.
- The date and time of sampling.
- The matrix (i.e. water, soil, sewage, sediment, vegetation, etc.)
- The tests required.
- Sign at bottom right hand corner of form (i.e. 'relinquished by')