

SanAir Technologies Laboratory - Terms and Conditions

Chain of Custody

Chain of Custody must be completed in full. Lack of any missing information will affect your Turn Around Times (TAT)

Internal Chain of Custody provided when you notify SanAir Technologies Laboratory

Sample Submission

All samples sent to SanAir Technologies Laboratory should be accompanied by our Request for Analysis Form or Chain of Custody Form. A Chain of Custody will be provided with each order shipped for all sampling events, or if needed, one is available at our website www.SanAir.com. Samples received after 3:00pm are considered to be a part of the next day's business.

Sample Media

Samples can be collected in a canister or a Tedlar bag. Depending on your analytical needs, SanAir Technologies Laboratory may receive bulk, liquid, soil or other matrix sample for headspace analysis.

Blanks

Every sample is run with a surrogate or tracer compound at a pre-established concentration. The surrogate compound run with each sample is used as a standard to measure the performance of each run of the instrument. If required, a Minican can be provided containing nitrogen to be run as a trip blank with your samples.

Sampling Equipment

SanAir Technologies Laboratory will be happy to provide canisters to carry out your sampling event at no charge. The necessary accessories, such as regulators, tubing or personal sampling belts, are also provided to meet your sampling needs. The customer is responsible for all shipping charges to the client's destination and return shipping to the laboratory. Client assumes all responsibility for lost, stolen and any damages of equipment.

****Any sampling equipment that exceeds holding times, cancellation of job or non-notice of rescheduling is subject to restocking fees****

Turn Around time (TAT)

SanAir Technologies Laboratory will provide results to its clients in one business week by 6:00pm EST after receipt of samples. For example, if samples are received on a Monday they are due on the following Monday by 6:00pm EST. Results are emailed to the requested location indicated on the Chain of Custody. Non-routine analysis may require more than the one business-week turnaround time. Please confirm non-routine sample turnaround times.

Reporting

Results are emailed at no additional charge. Cat "B" like packages is within 3-4 weeks from time of analysis (add 10%/sample for Cat B). Standard Electronic Disk Deliverables (EDD) is also available at no additional charge.

Payment Terms

Payment for all purchases shall be due within 30 days from date of invoice. The client agrees to pay a finance charge of 2.5% per month on the overdue balance and cost of collection, including attorney and legal fees, if collection proceedings are necessary. You must have a completed credit application on file to extend credit. Purchase orders or checks information must be submitted for us to release results

Rush Turnaround Samples

Expedited turn around times is available. Please confirm rush turnaround times with Client Services before submitting samples.

Applicable Surcharges for Rush Turnaround Samples:

Same day TAT = 200%

Next business day TAT by Noon = 150%

Next business day TAT by 6:00pm = 100%

Second business day TAT by 6:00pm = 75%

Third business day TAT by 6:00pm = 50%

Fourth business day TAT by 6:00pm = 35%

Fifth business day = Standard

Statement of Confidentiality

SanAir Technologies Laboratory is aware of the importance of the confidentiality of results to many of our clients. Your name and data will be held in the strictest of confidence. We will not accept business that may constitute a conflict of interest. We commonly sign Confidential Nondisclosure Agreements with clients prior to beginning work. All research, results and reports will be kept strictly confidential. Secrecy Agreements and Disclosure Statements will be signed for the client if so specified. Results will be provided only to the addressee specified on the Chain of Custody Form submitted with the samples unless law requires release. Written permission is required from the addressee to release results to any other party.

Limitation on Liability

SanAir Technologies Laboratory warrants the test results to be accurate to the methodology and sample type for each sample submitted to SanAir Technologies Laboratory. In no event shall SanAir Technologies Laboratory be liable for direct, indirect, special, punitive, incidental, exemplary or consequential damages, or any damages whatsoever, even if SanAir Technologies Laboratory has been previously advised of the possibility of such damages whether in an action under contract, negligence, or any other theory, arising out of or in connection with the use, inability to use or performance of the information, services, products and materials available from the laboratory or this site. These limitations shall apply notwithstanding any failure of essential purpose of any limited remedy. Because some jurisdictions do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of liability for consequential or incidental damages, the above limitations may not apply to you. This is a comprehensive limitation of liability that applies to all damages of any kind, including (without limitation) compensatory, direct, indirect or consequential damages, loss of data, income or profit and or loss of or damage to property and claims of third parties.