

CONFIDENTIALITY

Strict client confidentiality is maintained for all client work at all levels of our company. We regularly execute client-specific confidentiality and service agreements. Please contact us to submit your confidentiality agreement.

PROJECT LIFECYCLE

Sample Receipt

All sample shipments MUST include a completed and signed Sample Submission Form (SSF), as well as a copy of a Purchase Order or Credit Card information. The project cannot be logged in or scheduled until all paperwork is received. A Material Safety Data Sheet (MSDS) is required for all samples.

PTL accepts deliveries Monday through Friday (except holidays), 8:30 AM to 5:00 PM. Samples received after 12:00 PM are logged in with the turnaround time starting on the next business day. Samples may be delivered at an alternative time only by pre-arrangement, subject to availability.

Sample Analysis

Please use good sampling techniques. Our analysis is based on the sample submitted, which should be representative of larger batches or lots, where applicable. Analyses requiring subdivision preparation by chute or rotary riffing will incur an additional charge.

Test fluids other than water will incur a \$50 per batch submission charge. EPA traceable disposal papers are available upon request. Carrier fluids and dispersants not maintained in house, but requested by a client, will incur charges of the cost of the fluid plus 20%.

Hazardous Material

For hazardous samples (known or suspect), the client is responsible for providing PTL with sample characteristic information before analysis so we can safeguard the health and safety of our employees. **All hazardous, DEA, and ATF regulated samples are assessed a 25% surcharge plus shipping costs.** PTL does not accept radioactive, whole blood, viral, HeLa cells, Beryllium samples, or samples containing PCBs.

Turnaround Time

Standard service offers preliminary data within 10 business days of sample receipt.

50% RUSH service offers preliminary data within 6 business days of sample receipt.

100% RUSH service offers preliminary data within 2 business days of sample receipt.

Please understand that some instruments, techniques, or a high volume of samples cannot be completed within a RUSH timeframe. However, the samples are still processed in an expedited fashion and limited only by the instrumentation/technique/quantity samples. The surcharge fee will still apply.

Should a change in status be requested after the receipt of sample(s), applicable surcharges will apply. The request must be confirmed by the client in writing (FAX or email).

PROJECT LIFECYCLE (Continued)

Data Delivery

Preliminary data will be sent either via FAX or email (must specify preference on SSF) within the turnaround time requested.

The hard copy of the final report will follow via First Class US Mail regardless of priority status. Charges for priority delivery of reports include shipping fees plus a surcharge for handling.

Sample Retain / Return

PTL retains **Pharmaceutical samples for 5 years** and **Non-Pharmaceutical samples for 3 months** prior to disposal or return. Water, sludge, food, perishable, and air sensitive samples are retained under original storage conditions for 10 working days beyond the reporting date. All DEA and hazardous material samples will be returned or properly disposed of after 90 days and the client will incur any applicable hazmat shipping charges.

Sample return is available within the Continental U.S. for a minimum \$45. Where applicable, additional hazmat fees will be assessed. For specialty pick-up, delivery or returns, the charges will be invoiced for the amount of freight and handling.

Project Cancellation

If a project is client-cancelled, PTL requires written acknowledgement of the cancellation and directions regarding sample return. If the samples were logged in and a project has been opened, a minimum \$50.00 cancellation fee will be charged to the client. If any samples were prepared or analyzed, additional fees may apply and will be determined by PTL at its sole discretion. If a project is PTL-cancelled, written acknowledgement will be addressed to the client.

Retest Analyses

Request for a sample retest may incur additional charges. If the retest confirms the original result, charges will apply. If the retest result significantly differs from the original result, the client will not be charged for the duplicate analysis.

Data Retrieval

Archived data retrieval and report regeneration services are available and billed at our standard hourly rate.

PAYMENT TERMS

Our terms are Net 30 days upon receipt of our invoice. We accept checks drawn on U.S. banks or payment by Visa, MasterCard and American Express. A 1½ % per month surcharge will be assessed on accounts not paid within 30 days. Past due accounts must be made current before new work will be accepted. All invoices are payable in U.S. Dollars. An international administration fee of \$50 will be invoiced on projects received from outside the Continental US.

We may require full or partial advance payment for certain projects. Client will be notified if special payment terms apply.

Minimum charge per project is \$150.

The fees listed on our Price List are for tests in which routine procedures are used. Samples requiring extreme handling (i.e. sample preparation, unique laboratory set-up, extra safety precautions, hazardous samples, etc.) may incur additional charges.

QUALITY ASSURANCE

cGMP Projects

Some project results that will be submitted to the FDA must be performed according to current Good Manufacturing Practice regulations. It is the responsibility of the client to request cGMP treatment on PTL's Sample Submission Form (SSF) prior to initiation of testing. All analyses will be conducted on a non-cGMP basis unless specified otherwise on the SSF.

Audit Policy

PTL maintains an "open door" policy with respect to prospective client audits. No charge is assessed for an initial audit of up to one full day. We also recognize the importance of re-auditing for compliance purposes. Most often, no charges will be assessed for a routine re-audit. Extended audit durations beyond a preset schedule may incur a fee based upon our standard hourly rate.

Method Validation

Procedures listed in the USP are generally considered to be validated. It is the client's responsibility to ensure that the validation status of test methods used on their products is approved by their quality assurance department. The analytical fees listed in our Price List do NOT include the validation of that test for the sample that is submitted. PTL offers method validation services; please contact us for further details.

LIMIT OF LIABILITY

Test results are not necessarily indicative of the characteristics of any other samples from the same or any other lots. Particle Technology Labs, Ltd. assumes no responsibility for any purpose for which a client chooses to use test results. Particle Technology Labs, Ltd. shall not be liable, under any circumstances, for any amount in excess of the cost of the test performed.

(630) 969-2703



www.particletechlabs.com