



General Terms and Conditions

Unless H&M Analytical Services and the Customer have an existing Service Agreement in place which supersedes these terms, the submission of samples for testing constitutes acceptance of these General Terms and Conditions.

- **Sample Submission, Pricing, and Reporting:** Unless otherwise noted, the quoted values assume routine testing conditions, standard sample conditions (Dry powder, or easily ground material) and standard reporting requirements. Additional fees may be incurred for special testing setups, sample preparation, storage conditions, non-standard reporting formats, and other cases.
- Any testing or reporting requirements or protocols must be sent to H&M prior to sample submission.
- Requests for specific reporting requirements or formats made after a report has been issued are subject to revision fees.
- If additional investigation, testing or re-analysis is required due to issues unrelated to obvious analyst, clerical, or instrument error, the client will be charged for the cost of additional investigation, testing or analysis time (e.g. instrument set up charges, base unit cost or hourly rate), as appropriate to the situation.
- If safety or other pertinent sample information is unknown/not received prior to testing and potential risk to staff or equipment is identified, additional testing to properly identify and mitigate risks may be undertaken for which the customer will be charged additionally above any prior quoted pricing.
- A Purchase Order should accompany all samples submitted for testing, or may be sent via email to: admin@h-and-m-analytical.com If a PO or approved quote is not sent, a quote will be issued for the requested work and must be approved prior to the analysis being conducted, which may delay the turnaround time.
- **Turnaround time:** Standard TAT is 5 business days from receipt of the sample for small batch (<10 samples), routine XRF and XRD.
- Other techniques (TGA, SEM, PSD...etc.), batches >10 samples, and non-standard XRD and XRF, such as spiking or long scans: TAT times will vary based on the scope of the project and are often on the order of 5-10 business days or more for larger/complex projects.
- Rush turnaround availability is based on the current capacity of the laboratory and complexity/scale of the project and is subject to a rush charge of 50-100% of the testing cost, depending upon the priority level required. Please contact the lab for rush requests prior to sending material.
- Turnaround time may be delayed for samples received without appropriate safety information, a valid PO document, and/or completed sample submission forms. To avoid delays, please forward your documents to admin@h-and-m-analytical.com.
- **Retention Time:** Our standard sample retention duration is 30 calendar days after analytical report is issued, or as defined in the quality agreement.
- Samples that are requested to be stored past the retention period are subject to storage charges as of two weeks from receipt or retention date met.
- **Sample Returns:** Customers requesting sample returns are responsible for return shipping costs.
- We reserve the right to charge for the purchase cost of any reference standards or specialty reagents needed to perform the analysis if we are required to source those items.
- **Pharmaceuticals:** Unless special arrangements are made in advance, all pharmaceutical products will be tested in a cGMP manner and are subject to the pricing conditions of cGMP testing and reporting.
- **Accepted payment method(s):** Standard Paper Check/ACH/EFT/Bank Transfer/Credit Card
- Invoice must be paid no later than thirty (30) calendar days after the invoice was issued unless other customer agreements have been approved.

Please submit your samples with the required documents to the following address:

H&M Analytical Services
1301 Whitehorse Mercerville Road
Suite 101
Hamilton, NJ 08619

<https://h-and-m-analytical.com>
Tel: +1 609 758 5700
admin@h-and-m-analytical.com