



EHS CENTRAL LABORATORY

TERMS & CONDITIONS

The following terms and conditions are set forth by EHS Central Laboratory (EHSCl) and shall be applicable to all its services rendered by the customer:

Samples	<p>a. Sample/s shall be collected by EHSCl representative as agreed upon with the customer and/or internal with other EHS Sections on a scheduled basis.</p> <p>b. If the customer wishes to submit the samples directly to EHSCl, customer has to ensure that the sample/s is/are placed on appropriate container and is/are placed on required temperature during travel.</p> <p>c. Customer shall inform EHSCl all information related to the submitted sample/s such as but not limited to: type of sample, location where sample were taken, climate condition during sampling, physical appearance/ condition of the sample, etc.</p> <p>d. Customer shall inform EHSCl if the sample/s may cause hazards or any health risk due to its source or others.</p> <p>e. Sample/s shall be physically assessed upon receipt; any discrepancies shall be noted in the form. For critical observation/s, customer shall be informed accordingly.</p>
Test	<p>a. Test parameters shall be specified in the Chain of Custody Form (COC) and must be signed by the customer or authorized representative.</p> <p>b. Re-testing, if requested by the customer shall only be carried-out on certain test parameters depending on the sample conditions.</p> <p>c. Should there be any test parameters that has to be sub-contracted/ outsourced; EHSCl shall inform the customer accordingly, and shall only proceed with subcontracting upon agreed with the customer.</p>
Report	<p>a. Upon completion of the test; Official EHSCl report (in soft copy) shall be sent to the customer's registered email address. No hard copy shall be provided to the customer, unless requested by the customer.</p> <p>b. Any inquiries or concern related to EHSCl result/s shall be dealt accordingly.</p> <p>c. Report shall reflect the test parameters requested by the customer. It shall also reflect the test parameters that is/are subcontracted, and EIAC accredited & non-accredited test parameters.</p> <p>d. Soft copy of the report shall be made available by EHSCl within its retention period (5 years). Any request of test report after the retention period shall no longer be made available.</p> <p>e. EHSCl do not provide statement of conformity to any specification or standard i.e. Pass/Fail, Complying/Not Complying etc..</p>
Fees/ Charges	<p>a. A payment advice shall be generated accordingly and must be settled by the customer within 5 days.</p> <p>b. Customer with SLA/Contract shall be charged accordingly as per the agreement.</p> <p>c. No refund or cancellation shall be permitted once the payment advice has been generated.</p> <p>d. Applicable charges shall be added for report separation or vice versa.</p> <p>e. Other applicable charges : Knowledge Dirhams and Innovation Fee</p>
Turn-around Time (TAT)	<p>a. Regular, 6-8 working days</p> <p>b. *Express, 3-4 working days (with additional service charge)</p> <p>c. *Priority, 1-2 working days (with additional service charge)</p> <p>d. *Express and *Priority TAT shall only be applicable on certain test parameters that can be released on the said TAT. Otherwise, sample/s shall be treated on Regular basis/Regular Fee.</p> <p>e. Customer shall be informed if there is/are test parameter/s that cannot be released on-time and/or the conditions</p>

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	<p>applied to it.</p> <p>f. Other service/s may take longer period of TAT depending on the type package requested.</p>
General	<p>a. EHSCl shall not be liable or responsible for any failure to perform or delay its service/s caused by any of (but not limited to) the following:</p> <ul style="list-style-type: none">- Lack of sample/s submitted- Sample/s submitted is/are not appropriate to the analysis being requested.- Force Majeure Event (conditions beyond EHSCl's control), etc. <p>b. EHSCl has the right to decline any request for sampling/testing if the customer has an existing outstanding payment for more than 6 mos.</p> <p>c. Customer with SLA/contract shall ensure that all payments are settled prior on renewing the SLA/Contract.</p> <p>d. All information obtained from the customer such as but not limited to the nature of sample, sampling location, processes & activities involved, reported results of sample analysis etc. shall be treated confidential and shall not be divulged to any company/person without any consent from the owner/EHS Management.</p>
Sample Retention	<p>Remaining sample/s shall be retained in EHSCl Lab within 15 days only.</p>

Above terms and conditions are subject to change without prior notice. For any updates on the latest Service Fee/ Charges, log on to www.pcfc.ae or email at EHS.Lab@pcfc.ae