



Credit & Payment

- To establish an account with McC Campbell Analytical, Inc. (MAI), first time clients must submit a completed credit application. Credit applications may take up to two or more weeks to process. Pre-payment of analytical results will be required for release of results if credit has not been established prior to the completion of the data. If a client does not wish to submit a credit application, a payment authorization form will need to be submitted at the time of sample submission.
- MAI accepts payment by check, cash, VISA, MASTERCARD, AMEX, and DISCOVER.
- Third party billing is only permitted with written authorization from the sample submitting client stating that they will be responsible for payment should the third party be delinquent. MAI reserves the right to refuse any third party billing request.

Terms of Payment

- Upon credit approval, MAI will not accept "pay when paid" terms without a written contract or payment plan in place.
- Orders from customers with invoices that are ninety (90) days or more overdue (i.e., not paid within 90 days of invoice date) will only be accepted on a C.O.D. basis until credit can be re-established to MAI's satisfaction.
- MAI reserves the right to withhold reporting of results if a client fails to pay on any invoice beyond 90 days. In accordance with FTC guidelines, a finance charge of 1.50% per month will be assessed on balances not paid within the due date of the invoice. Unpaid invoices of more than one year overdue may be subject to collections and collection fees at the sole discretion of MAI. Overdue accounts are responsible for all legal and collection fees.

Expedited Turnaround Times

- Standard turnaround time (TAT) for laboratory service is 5 business days for most analyses. Expedited turnaround times are typically available for most analyses. Please contact an MAI Project Manager in advance of sample delivery to discuss rush TAT availability.
- Completion of any rush or standard TAT service is subject to MAI's availability/ schedule and could change even after samples are received. MAI shall make every reasonable effort to meet expected completion date(s) quoted or acknowledged, however, in the case of unforeseen events, rush turnaround times may not be achievable even after sample reception. MAI will contact the client ASAP upon knowledge of the analytical data delays and adjust the invoice accordingly. MAI's expedited turnaround time surcharges for most tests are as follows, sub-contracted laboratory surcharges may vary:

SAME DAY - 150% 1 DAY TAT - 100% 2 DAY TAT - 50% 3 DAY TAT - 25% 4 DAY TAT - 10%

Samples received at the lab after 5 PM are considered received on the next business day for TAT purposes.

Cancellation & Changes

- In the event that a sample submission is cancelled, rush samples must be cancelled within 3 hours and standard TAT samples must be cancelled within 12 hours after laboratory receipt without incurring charges. All samples cancelled after the above mentioned time frames will be subject to either an extraction &/or analytical fee depending how far along samples have been processed within the lab.
- Samples placed on hold after the above time frame will be subject to either an extraction or analytical fee depending how far along samples have been processed.
- Cancellation fees: 33% for prepared samples.
- Additions to the scope of work may prolong the turnaround time. The turnaround times for all analytical additions start on the date that the change is made. All changes/amendments to a Work Order must be provided to MAI in writing, preferably via email to main@mcccampbell.com.

Courier Service & Sample Pick-Up

- MAI offers complimentary courier services throughout the greater SF Bay Area to our routine clients – please contact an MAI Project Manager or Sales Team member for more details regarding this service; please note some exclusions may apply based on availability/proximity. MAI requires all sample pickup & sample bottle requests be emailed to our Sample Reception department at main@mcccampbell.com at least 24 hours in advance of their needed date. For larger bottle orders, please forward requests at least one week in advance of their need. MAI makes every effort possible to accommodate our clients' desired pickup & delivery timeframes; however, MAI is not responsible for expired sample hold times while en route to the lab. A 3 hour time window is required for all pickups &/or deliveries.

Sample Receiving

- MAI is open to receive samples Monday through Friday; 8 AM– 9 PM. Samples received after 5 PM will be considered to be received on the following business day for TAT purposes. Turnaround time starts when the samples are relinquished to MAI via the Chain of Custody (COC) and after any/all questions regarding the sample submission have been resolved.
- MAI encourages clients to drop off rush samples directly to our lab in order to assure the timely processing of samples; alternatively, MAI can usually arrange to hire a private courier at client's expense in an effort to expedite the timely processing of samples. MAI cannot guarantee that our couriers will be able to return to the lab by 5 PM.
- In the event that samples are received and placed on hold, MAI will charge \$5 per sample or per core for soils. Water samples on hold will be held for 30 days and soil/solid samples will be held for 60 days without prior agreements made in writing. If samples are later analyzed the fee will be credited and analytical fees will then be charged. Samples that are taken off of hold with less than half of their holding time remaining are subject to rush fees.





Sample Container Shipping

- MAI provides high quality sampling containers and ice chest cooler(s) upon request to our clients. Delivery costs are included within the quoted analytical pricing. Containers will be shipped via UPS ground or delivered by MAI couriers upon arrangement. A minimum of 1 week's advance notice is required in order to facilitate shipment of items by ground shipping. Shipments requiring priority delivery due to short notice will be billed to the client or charged to client's shipping account. Client is responsible for the cost of return shipment of samples to the laboratory unless otherwise arranged with MAI.

Sample Storage & Disposal

- MAI charges a \$2 per sample Environmental Waste Management Disposal fee.
- Water samples are disposed 30 days after results are reported and soil samples are disposed 60 days after results are reported unless other arrangements are made in advance.
- Known hazardous samples will be returned to the client or disposed of at the client's expense.
- Water samples held for longer than 30 days and soil samples held for longer than 60 days will be billed at \$1 per sample/ per month (per core for soils) for extended sample storage.

Reporting & Data Archiving

- MAI delivers completed reports by electronic email (PDF©). Upon request, MAI can deliver analytical data via EDD, Write On, WaterTrax, EQuIS, GIS-Key, EDF, Online Portal, fax, or hard copy via USPS. Additional charges may apply. MAI may assess additional fees for modifying or developing EDD formats that are not already available.
- Reporting to MDLs (J-flags) is not standard and will only be reported upon request.
- If additional formats or retroactive deliverables are requested, additional fees may be assessed based on labor and materials needed to generate data retrieval. Data and reports are archived for a minimum of five (5) years from the reporting date. Please contact your Sales Representative or Project Manager to inquire about availability and price of additional deliverables.

Multiple Dilutions Analyzed

- On multi-target analyte lists, MAI will report the analytical run containing the highest concentration component/analyte in the sample within the calibrated (quantifiable) range. Analytical screening runs are not reported. The laboratory will generally not be able to attempt greater than 10-fold more concentrated analysis than the standard dilution. These additional dilutions will only be attempted if deemed not to pose a risk to analytical instrumentation. Please contact your Project Manager to inquire about the availability of this service for your project.

MDL/RL Limit Disclaimer

- MAI's Reporting Limits, Detection Limits, and Control Limits are subject to change as they are updated periodically to reflect our analytical sensitivity and capability.
- Reporting Limits cited do not take into account sample dilution/ matrix interference. MAI reserves the right to dilute samples as necessary to avoid damaging instrumentation. If you request that samples are to be analyzed undiluted, additional charges may be assessed.

Quotes

- Project-specific quotes are recommended and available upon request. All quotes are confidential and unique to the client and their specific project. Quoted pricing is valid through dates specified on quote or specific to the length of the project or contracts. Analyses not listed under these contracts will be charged at our standard rates.
- Surcharges may apply for higher-level than Level II data deliverables, expedited turnaround times, and custom electronic formats.
- MAI routinely accepts projects requiring extensive Research and Development (R&D). R&D studies will be quoted on a case by case basis and are subject to a surcharge of 15% of the total invoice unless otherwise contracted. Quotes are subject to client approval prior start date. Analytical set-up fees are non-refundable regardless of outcome.

Limitation of Liability / Waiver

- MAI will perform requested analyses based on the standard methods but may have to deviate from these methods when necessary, based on reasonable judgment. Should any dispute arise between MAI and client, MAI is limited in liability to damages no greater than the cost of the analytical testing.
- The failure by MAI to enforce, at any time, any terms or conditions herein or to exercise any right or privilege will not in any way be construed as a waiver of such provisions.

Acceptance of Terms & Conditions

- Submittal of sample(s) for analysis under a Chain of Custody (COC) will indicate acceptance of requirements set forth in these Terms and Conditions.

