



Quantachrome's Material Characterization Laboratory  
 1900 Corporate Drive, Boynton Beach, FL 33426  
 561-731-4999 561-732-9888 FAX  
 qc.lab@quantachrome.com  
 www.labqmc.quantachrome.com

**For Internal Use**  
 Commission: Yes No  
 Comm. Code:  
 LAB Ref #:  
 Referred by:

# LAB SUBMISSION

DATE  
 QUOTE #

CUSTOMER	
Company	
Name	
Mailing Address	
City, State, Zip	
Phone	
Email	

PAYMENT INFORMATION	
Purchase Order #	
Credit Card #	
Expiration Date	
Name on Credit Card	
Address	
City, State, Zip	
Phone #	
Email	
FedEx/UPS Account *	

Reports will be sent via email to the Customer email address.  
 Samples will be returned to the Customer mailing address, in accordance with LabQMC Policies.

Payment information must be received prior to analysis.  
 Purchase Orders/Payments should be made to "Quantachrome Instruments."  
 \*If FedEx/UPS information is not provided, sample return will be via UPS Ground Services, with charges added to the invoice.

**SIGNATURE (REQUIRED)**

Please address samples to  
**LabQMC**  
**Quantachrome Instruments**  
**1900 Corporate Drive**  
**Boynton Beach, FL 33426**

SAMPLE INFORMATION						
ANALYSIS CODE	QTY	SAMPLE ID	PRICE/TEST	OUTGAS TEMPERATURE & TIME	SPECIAL HAZARDS OR HANDLING INSTRUCTIONS	TOTAL PRICE
<b>INSTRUMENT REQUESTED</b>						
<b>DATA REQUIRED NO LATER THAN (DATE)</b>						
<b>ADDITIONAL INFORMATION</b>						

**Note: By signing lab submission form, client accepts all analytical services, standard terms and conditions. All tests under \$1,000.00 are required to be paid by credit card. Card information must be submitted prior to analysis. Billing will occur upon completion of testing. Payment term may be established upon request for repeat clients with ongoing testing needs.**



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## ANALYTICAL SERVICES STANDARD TERMS AND CONDITIONS

### SAMPLE POLICY

**SAMPLE RECEIPT** LabQMC will not accept materials that are radioactive, biohazards, or present hazards for which the Laboratory is not equipped. A fully completed Lab Submission Form, Purchase order or credit card information, and **SDS (Safety Data Sheet)** must accompany all samples submitted. Samples cannot be scheduled or entered until all paperwork is received. If multiple samples are submitted, each sample must be labelled with a unique sample identification matching the Submission Form, and which SDS is associated with each sample should be clearly indicated.

**SAMPLING** It is the responsibility of the customer to provide representative samples. Sample preparation via rotary riffing is available and will incur additional charges.

**SAMPLE ANALYSIS** Typical turnaround is 2-3 weeks from receipt of complete billing information and samples, depending on analysis type. For requests with many samples, analysis time may increase accordingly.

**MINIMUM SAMPLE QUANTITY** Sample should be submitted to ensure sufficient quantity for all requested analyses following these general minimum quantity guidelines. 2-3 times is preferred.

**Gas/Vapor analyses:** 2 g for most materials, 100 mg for zeolites, activated carbons, and other high surface area materials.

**Density:** True: 125 mL; Tap: 500 mL

**Particle size analysis:** Liquid suspension: 1 g; Dry: 5 g

**Mercury Porosimetry:** 2-5 g

**Method Development** 2-3 times the amounts listed above

**SAMPLE STATUS** LabQMC will notify the customer upon sample receipt and upon completion of the analysis. Customers may contact LabQMC for current status at any time.

**SAMPLE RETURN** Samples from domestic customers will be returned 30 days after reporting of analysis results. International samples will be properly disposed of 12 months after reporting of analysis results unless otherwise specified. All samples contaminated with mercury will be properly disposed of upon completion of the analysis.

**STANDARD METHODS** Samples are analyzed according to standard protocols whenever possible. These include published standardized test methods such as ASTM International, in-house protocol, and customer-provided protocol. Unless otherwise requested, samples will be analyzed according to in-house protocols using preparation conditions provided by the customer.

### PRICING

**PRIORITY ANALYSIS** Priority scheduling is available for many services for an additional 75% of the analytical fee. Results are emailed by the end of the third working day after receipt of samples and payment information. Please call for availability. Discounts are not applicable on priority analyses.

### ACADEMIC & GOVERNMENT INSTITUTION DISCOUNTS

Fully accredited academic and government institutions automatically receive a 10% discount.

**QUANTITY DISCOUNTS** Six or more samples submitted together for the same measurement receive a 10% discount.

**CONTRACT WORK** For regular submission of samples or method development, paperwork can be minimized under a blanket order. Contract work also offers discounts and allows the lab to anticipate sample arrival for scheduling.

**PAYMENT TERMS** Terms are net 30 days from date of invoice for established accounts. All major credit cards accepted. All prices in US Dollars, FOB Boynton Beach, FL.

**INSTRUMENT PURCHASE CREDIT** Up to 50% of analysis charges, not to exceed 5% of the instrument price, may be credited toward the purchase of an instrument purchased within 120 days of analysis completion.

### DATA DELIVERY AND HANDLING

**REPORT DELIVERY** All reports will be emailed upon completion of all analyses of all samples submitted. For contract or other long-term work, arrangements can be made for interim reports. Hard copies of reports are available upon request.

**REPORT RETENTION** All data and reports will be retained by LabQMC for 7 years after report delivery.

**CONFIDENTIALITY AND NONDISCLOSURE** All samples received by LabQMC are the confidential and proprietary property of the customer. LabQMC and Quantachrome Instruments will guard all customer data using the same care and diligence with which their own confidential and proprietary information is handled. Samples and derived information will not be shared with a third party without written permission from the customer.

### LABQMC LIMIT OF LIABILITY

It is the responsibility of the customer to provide representative samples for analysis. Test results may not be indicative of other samples from the same or different lots. LabQMC and Quantachrome Instruments assume no responsibility for the purposes which the test results may be used and shall not be liable for any damages or losses associated with services performed by LabQMC. In any event, LabQMC and Quantachrome Instruments shall not be liable for any amount in excess of the cost of analyses performed.

LabQMC and Quantachrome Instruments are not liable for loss or damage resulting from incomplete or inaccurate information or material supplied by the customer. The customer shall be liable for loss or damage resulting from incomplete or inaccurate information or material suffered by LabQMC or its personnel executing this order, except where there is gross negligence or intentional omission by LabQMC or its personnel.