

## New Client Form

Contact Information			
Company Name:			
Primary Contact:		Telephone:	
E-mail Address:		Alt Phone:	
Alt E-mail:		Fax:	
Mailing Address			
Street Address:			
City:		State:	Zip:
Billing Address			
Street Address:			
City:		State:	Zip:
Payment Options			
Account Type:	<input type="checkbox"/> Credit Card <input type="checkbox"/> Check <input type="checkbox"/> Money Order		
Credit Card Information (if applicable)			
Type of CC:	<input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> American Express <input type="checkbox"/> Discover		
Card Number:			
Expiration Date:		Card Validation Code (CVV):	
Name on Card:			
Promotional Code (if applicable)			
Code Number:		Date Issued:	
Application Agreement			
Signature:			
Print Name:			
<p><i>By signing above, I hereby agree that the above information is correct and true to the best of my knowledge. I agree that I am authorized by my company, organization or other entity to submit this application and represent this information. I agree to the Terms and Conditions stated on the following page (Page 2). Furthermore, I release and authorize the use of the above credit card (if this payment method was chosen) to Nation Laboratories for analytical services ordered.</i></p>			
How Did You Hear About Us? (optional)			

## Account Terms and Conditions

1. **Analytical Service Fees:** Nation Laboratories (NL) services are based on a written quote supplied by an NL representative to the specific client. The samples received will be charged in accordance to the quotation specific to the sample type, analysis service requested, turnaround time, etc. If the client is requesting a non-quoted service, a formal quote will be made for said requested service.
2. **Payment:** Payment for the analytical services is due upon NL receiving the samples. No sample will be processed unless payment is submitted. Billing/invoice may be set up on a case by case basis and may require a background/credit application.
3. **Submitting samples:** NL clients are to submit their samples with an adequately completed and signed chain of custody (COC) including sample type, analysis service, any special instructions. Potential harmful or hazardous material MUST be noted in the comment section of the COC. Damages resulting from the non-disclosure will be the responsibility of the client. Samples will need to be adequately sealed in an appropriate container or related sealed vessel (per law). If the client decides to change the requested service, they will need to review the COC and resubmit it to the appropriate NL representative prior to the service being performed. If additional fee are required, the client is required to pay prior to the analysis completion.
4. **Turnaround Time (TAT):** The turnaround time for processing and reporting samples is begins at the time an NL representative signs the COC for the specific sample set. NL is not responsible for shipping problems and/or delays. NL is also not responsible for damage to the samples and/ or documents that can occur during the shipping process. Clients are responsible for properly packaging samples when sending them to the NL Lab. NL TATs is based on business days and hours unless otherwise agreed upon prior to render the service.
5. **Accepting shipments:** It is the right of Nation Laboratories to refuse a shipment for any reason. To include, but not limited to samples/package that may be a danger to NL employees/representatives, unacceptable sample type, Improper packing/shipping for sample type, invalid sampling method (improper volume) as stated on COC, etc...
6. **Damage of Samples during Shipping:** Client takes full responsibility for the damage/loss of sample(s) in route of shipping. NL does not ensure proper delivery of client's samples.
7. **Reports:** Clients that are paid in full are sent a formal report for the service rendered. Reports are the property of the client exclusively. No other person(s) (outside of NL and the client) shall have access to the confidential reports/information unless written permission is received to release the results. Reports after 90 days are archived and will require additional document recovery fees for access.
8. **Analytical Methods:** NL will perform analytical methodology that is in line with professional and government organization. Including but not limited to USLPP, EPA, ASTM, etc...Change in protocols may be made at the desecration of an appropriate NL representative when it is needed and necessary. All change/adjust are in accordance with industry standards, SOPs, QA/QC Assurance Plans.
9. **Sample Disposal:** Samples are kept for 30 days and then properly disposed in accordance to law on by NL.
10. **Late/ insufficient/Non-payment for services rendered:** Payment is due prior to service unless otherwise specifically arranged with you and an approved NL representative. If payment is not received and/or unacceptable form, the client will be contacted to remedy the situation within a timely manner. The client will have up to 5 business days to properly respond to the discrepancy prior to NL action. Unless the samples are damage and/or invalid, with submission of the COC the client is agreeing to pay the quote per sample price. If the client decides to cancel service, they will be responsible for the invoiced amount. If client refuses to pay the balance owed, a billing fee will be charged at a rate of 6% per outstanding month on the unpaid balance. Returned payments (checks) will result in a \$75.00 bounced check fee. If legal action is required to collect the outstanding funds, the client agrees to pay all costs of collection, legal and lawyer fees as well as other related expenses NL gains from collecting the unpaid balances.