

Client Information

Company Name: _____

Primary Contact: _____ Email: _____

Phone: _____ Mobile: _____ Fax: _____

Billing Contact: _____ Phone: _____

Billing Address: _____

City: _____ State: _____ Zip: _____

Email: _____

Shipping Contact: _____ Phone: _____

Shipping Address: _____

City: _____ State: _____ Zip: _____

Email: _____

Report Delivery Preference

Email ☐ Web ☐ Both ☐

Technician Information

Name: _____ Email: _____

Name: _____ Email: _____

Name: _____ Email: _____

Terms and Conditions

1. **Sample Submission and Documentation** - A completed chain of custody form must accompany all samples. Amendments to samples already received by SanAir must be submitted in writing either via email or fax before changes will be made. Adjustments to TAT and/or analysis type may result in a change in cost. In the event a job is canceled by a client, SanAir will complete work in progress and invoice for work completed to the point of the cancellation notice. All rescheduled or canceled work will be subject to an administrative fee to include shipping charges. Restocking fees may be assessed to any sampling equipment that exceeds holding times. Erroneous entries made by SanAir will be amended without written authorization.

2. **Shipping and Receiving** - SanAir may provide FedEx Standard Overnight shipping for samples submitted within the continental United States. Packages received utilizing alternate services may be subject to a surcharge. Client remains responsible for the goods in transit to SanAir's location. Client will use an appropriate size box or envelope; inappropriate package sizing may be charged a surcharge. Prior to Sample Delivery Acceptance, the entire risk of loss or damage to samples remains with the Client. In no event will SanAir have any responsibility or liability for the action or inaction of any carrier shipping or delivering any sample to or from SanAir's premises. Client is responsible to assure that any sample containing any hazardous substance which is to be delivered to SanAir's premises will be packaged, labeled, transported, and delivered properly and in accordance with applicable laws. Generally, SanAir's hours of operation are Monday through Friday, 9 AM to 5 PM. Please contact your SanAir representative to discuss deliveries outside of these times to determine additional fees/surcharges to be applied.

3. **Sample Turnaround Time (TAT)** - SanAir provides TAT's that range from 3 hours to 2 weeks with 48 hours being the standard for most analysis types. TAT may vary for samples requiring difficult matrices or other circumstances outside SanAir's control. TAT for samples received after 3PM will begin at 9AM the next business day unless marked as a 3-hour TAT. TAT does not include weekends and holidays. Work performed on weekends and holidays must be pre-arranged and will incur a surcharge.

4. **Payment** - Clients are required to have a valid credit card on file. A secured link will be sent allowing client to enter their credit card information. SanAir processes credit cards on or about the 1st and 15th of each month. Account balances are charged in full at those times. Supply orders are an exception as they are processed at the time of order. All invoices will be emailed to billing contact upon completion of work. Interest will be charged on all past due balances at a rate of 1.5 % per month. SanAir retains the right to withdraw special pricing agreements on delinquent account at our discretion. In the event that SanAir elects to retain legal counsel to collect any past due amounts, it may do so without notice to client, and client shall pay reasonable attorney's fees plus all other legal expenses SanAir incurs. Client agrees that Richmond, Chesterfield, or Powhatan, Virginia shall be proper venues for any action to collect money owed to SanAir by client. The Courts of the Commonwealth of Virginia have jurisdiction.

5. **Sample Return** - Samples will be returned at the customer request. Customer is responsible for prepayment of freight and administrative fee. Arrangements must be made prior to the samples being processed.

6. **Liability** - In no event shall SanAir be liable to client or to any third party for any consequential, incidental, or indirect damages, including any lost profit or lost savings arising out of or in connection with SanAir's service hereunder or the delivery, use reliance upon or interpretation of the test data results by client or any third party. In no event shall SanAir be liable to our client or any third party, whether based upon theories of tort, contract or any legal or equitable theory, in excess of the amount paid to SanAir by client hereunder.

7. **Indemnification** - Client shall indemnify and hold harmless SanAir and all of its agents, employees, officers, and directors from and against any and all claims, damages, losses, and expenses, included but not limited to reasonable attorney's fees, arising out of or resulting from the performance of SanAir's service hereunder

I/We have read and understand SanAir's terms and conditions and understand that submittal of samples to SanAir for analysis constitutes agreement of all prices and conditions provided to me by SanAir Technologies Laboratory, Inc. I/We authorize your investigation of the information provided on the New Client Profile Form or any subsequent documents requested. I/We understand that accounts not paid within established credit terms will be considered delinquent. It is agreed that an interest charge of 1.5% per month on the unpaid balance will be imposed on accounts owing after 30 days from the initial due date. Should collection become necessary, I/We agree to pay all costs incurred, including a reasonable attorney's fee.

I CERTIFY THAT I AM AUTHORIZED TO SUBMIT THIS APPLICATION FOR CREDIT ON BEHALF OF THE APPLICANT (BUSINESS NAMED ABOVE)

Signature	Date	Printed/Type Name	Title
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PERSONAL GUARANTEE OF APPLICANT OWNER (Required for all businesses not publicly traded)

Signature	Date	Printed/Type Name	Title
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