



## GENERAL TERMS, CONDITIONS AND SAMPLING INFORMATION GUIDE

### Sample Acceptance

Caduceon Enterprises is a commercial testing laboratory specializing in environmental analyses of samples including, but not limited to the following: Drinking Water, Groundwater, Surface Water, Wastewater and/or Industrial Process Water/Effluents, Liquid and Solid Sludge, Soil and Sediment, Oil (limited types).

Caduceon does not accept samples including but not limited to the following matrices unless otherwise prearranged with an authorized Caduceon representative:

Human or Animal Tissue, Unprocessed Human or Animal Waste, Food or Beverage (other than Drinking Water), Unknown solids and liquids, Vegetation, Hazardous Waste, Highly contaminated samples (which cause process and instrument complications).

Samples submitted to Caduceon without proper designation are subject to supplementary charges, but not limited to the following:

Sample Disposal Fees, Process and Handling Fees, Instrument Maintenance and Refurbishment Fees (parts and labour).

Chain of Custody Forms must be completed with all required information. Analyses of samples will not commence until all required information is received. Receipt of samples will only occur at this time.

Samples must be submitted in Caduceon sampling containers and/or acceptable alternatives with appropriate preservatives (if required).

Samples must be received at the laboratory within required sample holding times. If samples require RUSH analyses based on sample holding times, surcharges may apply. See Turnaround Time Terms and Conditions.

### Turnaround Time

**Platinum Service** – 200% Surcharge (minimum)\*\* Fastest possible Turnaround Time available and/or achievable, same day service or does not meet one of the other listed categories. Subject to additional fees for weekend and/or after hours service. Arrangments must be made in advance with your local laboratory prior to submission of samples.

**Gold Service** – 100% Surcharge Samples received prior to 2 p.m. will be reported by 5 p.m. on the next business day from the day of receipt. Samples received after 2 p.m. will be reported by 12 p.m. on the second business day from the day of receipt. Arrangments must be made in advance with your local laboratory prior to submission of samples.

**Silver Service** - 50% Surcharge Samples received prior to 2 p.m. will be reported by 5 p.m. on the second business day from the day of receipt. Samples received after 2 p.m. will be reported by 12 p.m. on the third business day from the day of receipt.

**Bronze Service** - 25% Surcharge Samples received prior to 2 p.m. will be reported by 5 p.m. on the third business day from the day of receipt. Samples received after 2 p.m. will be reported by 12 p.m. on the fourth business day from the day of receipt.

**Standard Service** – No Surcharge 5-7 business days from the time of receipt. Note: Samples received after 2 p.m. are considered received the next business day.

Note: If the specific level of Turnaround Time requested is not met the next level of service achieved will be surcharged accordingly. This is at the sole discretion of the laboratory.

### Payment

By submission of samples and signing of the chain of custody you agree to Caduceon's Payment Terns and Conditions. (See Caduceon website for details [www.caduceonlabs.com](http://www.caduceonlabs.com))



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[www.caduceonlabs.com](http://www.caduceonlabs.com)

### Laboratory & Depot Locations/Shipping Addresses

Kingston Lab - 285 Dalton Ave., Kingston, ON K7K 6Z1, Tel: (613) 544-2001 Fax: (613) 544-2770 Email: [supplieskingston@caduceonlabs.com](mailto:supplieskingston@caduceonlabs.com)

Ottawa Lab - 2378 Holly Lane, Ottawa, ON K1V 7P1, Tel: (613) 526-0123 Fax: (613) 526-1244 Email: [suppliesottawa@caduceonlabs.com](mailto:suppliesottawa@caduceonlabs.com)

Richmond Hill Lab - #14-110 West Beaver Creek Rd., ON L4B 1J9, Tel: (289) 475-5442 Fax: (866) 562-1963 Email: [suppliesgta@caduceonlabs.com](mailto:suppliesgta@caduceonlabs.com)

Windsor Lab - #5-3201 Marentette Ave., Windsor, ON N8X 4G3, Tel: (519) 966-9541 Fax: (519) 966-9567 Email: [supplieswindsor@caduceonlabs.com](mailto:supplieswindsor@caduceonlabs.com)

Barrie Lab - 112 Commerce Park Drive, Unit L, Barrie, ON L4N 8W8, Tel: (705) 252-5743 Fax: (705) 252-5746 Email: [suppliesgta@caduceonlabs.com](mailto:suppliesgta@caduceonlabs.com)

London Depot - #1-600 Newbold St., London, ON N6E 2T7, Tel: (519) 601-1833 Fax: (519) 601-1833 Email: [supplieslondon@caduceonlabs.com](mailto:supplieslondon@caduceonlabs.com)