

SAMPLING

Please use good sampling techniques. Our analysis is based on the sample submitted, which should be representative of larger batches or lots. Prior to analysis, we homogenize multi-phase samples as completely as possible; extra fees may apply. Please consider any container or holding time requirements.

For approximate sample sizes, see the Catalog of Services or go to www.galbraith.com. In general, the detection limit is based on sample size used. If the sample is limited in quantity, call for more exact requirements based on your required detection limits. Please be advised that most test methods used by our laboratory are destructive in nature.

Please give at least approximate percentage values for the elements requested, identify any interfering elements, and specify detection limits required. We depend upon this information to choose the optimal method and appropriate sample size. If repeat analyses are required due to lack of information, extra charges may apply. When desired, please specifically request trace analyses, since different sample sizes, procedures, and pricing may apply.

HOLDING TIMES: Holding times indicate the time period from the time of sampling to when the analysis must begin. We make every effort to meet all holding times; however, for holding times of 48 hours or less, please call for availability prior to sampling. Additional charges may apply.

SAMPLE DELIVERY

We accept deliveries Monday through Friday (except holidays), 8:00 AM - 4:00 PM. Samples received after 3:00 PM are processed the following business day. Samples may be delivered at alternate times only by pre-arrangement.

RUSH SERVICE: When requesting "RUSH" services, please use our "RUSH" labels on the OUTSIDE of the SHIPPING CONTAINER. Containers labeled "RUSH" are given priority handling and processing.

METHOD OF PAYMENT

All fees are charged or billed directly to the client. Unless credit has been established and a valid purchase order is submitted, fees must be prepaid or charged to a credit card. If billing address or credit cardholder address is different than submitter's address, please include that in the Method of Payment section.

PURCHASE ORDER: If a purchase order is required, please include the purchase order number on the RFA form with your sample submittal. If the purchase order contains testing information, a copy must also be included with the sample.

CREDIT CARDS: We accept Visa, MasterCard and American Express. All payments must be made in U. S. Dollars.

TERMS AND CONDITIONS

See the Catalog of Services for complete [Terms and Conditions](#). Sample submitted constitutes acceptance of [GLI's Terms and Conditions](#).

TYPE OF SERVICE

TURNAROUND TIME: Regular service is approximately 7-10 business days (15 for complete monographs) from sample receipt. Analysis completion time varies with the sample type, handling and tests requested. 3-5 day RUSH service is available at a 100% surcharge. 24-48 hour RUSH service is available on selected analyses at a 200% surcharge (call for availability).

DATA DELIVERY: Laboratory results are reported by e-mail as soon as they become available. Printed reports follow by mail. Telephone reporting is available upon request. Charges for priority delivery of reports include carrier freight fees plus a 25% surcharge for handling. Galbraith can accommodate requests for custom reporting and electronic deliverables. Certified raw data packages are available at \$50.00 per sample. (See Catalog of Services for litigation fees.)

QA LEVELS: Three QA Levels of service are available: Basic at no additional charge; Regulated at a 65% surcharge; and Custom, which is quoted on a case-by-case basis. In addition to the identification of regulatory requirements, we recommend a thorough discussion of the project with our technical staff. A chain-of-custody form can be provided upon request.

HANDLING AND PREPARATION

Please indicate whether samples have been preserved prior to shipment. We can preserve samples upon arrival at no additional cost; however, if we must split a sample into additional containers to achieve proper preservation (i.e. multiple tests with different preservatives), container fees will apply. If possible, submit air sensitive or volatile samples in separate vials for each analysis. Samples will be handled under an inert atmosphere only upon request. Samples requiring special handling, treatment, or preparation may be subject to additional charges (see Catalog of Services).

SAMPLE CHARACTERISTICS

For hazardous samples (known or suspect), the client is responsible for providing Galbraith with sample characteristic information (SDS if available) before analysis so that we can safeguard the health and safety of our employees. Galbraith does not accept radioactive samples (>500pCi or >1100 dpm) or samples containing PCBs (≥50 ppb).

SAMPLE RETURN

The original sample remains the client's property at all times. Samples submitted for analysis are not retained for regulatory purposes. We retain hazardous samples for 30 days and non-hazardous samples for 60 days prior to disposal or return. Any unused sample portions that are not suitable for disposal in a landfill or sewer are returned. Water, sludge, food, perishable, and air sensitive samples are retained under original storage conditions for 7 days beyond the reporting date. See Catalog of Services regarding sample return fees.



REQUEST FOR ANALYSIS FORM

MAILING ADDRESS
P.O. Box 51610
Knoxville, TN 37950-1610

TOLL FREE 877-449-8797

TELEPHONE 865-546-1335

FAX 865-546-7209

SHIPPING ADDRESS
2323 Sycamore Dr.
Knoxville, TN 37921-1700

WEB www.galbraith.com

EMAIL labinfo@galbraith.com

ANALYTICAL SERVICES SINCE 1950

Serving All Business, Industry, Academia, Government, and More in Providing Analytical Services for Most Sample Types.

ANALYTICAL LABORATORY SERVICES

- Elemental Analysis
- Trace Analysis
- Pharmaceutical Testing
- Industrial Testing
- Physical Property Testing
- Food Additive Testing
- Raw Materials Testing
- Organics / Inorganics
- Chromatography
- Atomic Spectroscopy
- Wet Chemistry
- Assays / Monographs
- Regulated Studies
- Protocol Design
- Method Development
- Method Validation

QUALITY PROGRAM

- Quality Assurance Unit
- QAU Manual of Practice
- Regulatory Affairs Officer
- GLP / cGMP Services
- ISO 17025 Accredited Services
- FDA Registration
- European Medicines Authority (EMA)
- Memberships: ACS, AOAC, ASTM
- Routine Performance Evaluations

