

Sample Processing Notes

Please allow 2-4 weeks for normal processing of samples. This does not allow for any shipping delays of incoming samples or outgoing results. If you need a shorter processing time due to an inspection or audit, please ship using tracking services with the carrier of your choice. Then notify us in *advance* of sending in samples by emailing us at lab@NationalLeakTest.com. Without advance notice, it is difficult to track your order due to the volume of samples we have in the lab at any one time. You may also request emailing of the results when sending in your samples.

We are ***not*** responsible for inaccuracies and delays due to incomplete, illegible or missing paperwork. Please take the time to read the instructions enclosed in the kit(s) and follow these instructions. Please mark *ALL* correspondence and samples with your customer number. Also having an email address provided can make the process more efficient in case we have any questions.

Special labeling is ***not*** required for *any* carrier. Do ***not*** mark the package radioactive. It is ***not***.

Please note that all ***non-USPS*** deliveries need to be addressed as stated below:

NLTC Industries, Inc.
141 Goundry St, Box 1480
N. Tonawanda, NY 14120

Anything addressed to any address other than our P.O. Box or the above address may be returned as *undeliverable*. Any charges incurred by redirecting a package are the responsibility of the *sender*. We have no control over lost shipments due to improperly addressed packages.

COVID-19 Update

We here at NLTC wish you and your families all the best as you navigate the situation we find ourselves in today. We continue to monitor the latest updates about the global COVID-19 outbreak and are taking actions to safeguard the health of our employees and our customers and preserve our ability to operate. With this in mind, please understand that sample processing times may be slightly longer than usual. We hope to stay within our normal timeline of 2-4 weeks, but that may be extended due to the circumstances as they evolve.
