

Sample Processing Notes

- 1) 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.
- 2) 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.
- 3) Special labeling is **not** required for *any* carrier. Do **not** mark the package radioactive. It is **not** radioactive even if it is contaminated.
- 4) If you are sending multiple kits for processing, please place them all in a single shipping package so they do not get separated in shipping.
- 5) Please note that all deliveries need to be addressed as stated below:
NLTC Industries, Inc.
141 Goundry St, Box 1480
N. Tonawanda, NY 14120
- 6) Anything addressed to any address other than 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.
- 7) Please note that only the material provided in the kits is to be used unless you receive prior authorization. Do not substitute tissues or cloth pieces for the provided filter paper.
- 8) If the samples submitted are not prepared by following the provided instructions, you may be subject to *additional charges* due to the hazards caused. Things like *folding the filter paper* can cause a serious contamination problem while processing the samples.