/Users/taiwan882/Desktop/SMI/logosmi23.pdf

General FAQ

* What hours are you open?
  + M-F 8-5
* Do you receive samples on Friday?
  + For most samples, yes, some no.  Please call or email to confirm.
* Where can I get your chain of custody?
  + Download it here… [link]
* Do you have a list of hold times and temperatures?
  + Yes… [link]
* What test do you do?
  + [link to list and say we can do custom stuff]

LT2 FAQ

* How do I take my Crypto sample?
  + Sampling instructions [link]
* What is your sample acceptance policy?
  + Sample acceptance [link]
* Where can I get your chain of custody?
  + Download it here… [link]
* What is my sampling window?
  + 2 days before 2 days after
* Can I sample outside fo my sampling window?
  + [not without permission… give explanation]
* What is the process of doing the matrix spike?
* What are the Crypto & Ecoli hold times?
* Can we use our own shipping method?
  + Yes but please tell us if we should be expecting it
* How long does it take to get my report?
  + Between 14-21 days