



Sample Acceptance Policy

Dear Customer,

Scientific Methods appreciates and values your business. We aim to provide our customers with the highest possible level of quality testing services. To ensure that your samples meet regulatory standards and are processed within a timely manner, we are providing this letter that outlines our 2023 sample acceptance policy.

Please contact us by phone (574-277-4078) or by email (customer.service@scientificmethods.com) if you have any questions.

Acceptance criteria:

1. All provided documentation must be filled out **completely**.
2. Sample containers must be properly filled. If the sample volume is too low for the requested test, Scientific Methods will reject your sample and require that you recollect the sample.
3. Samples must be labeled appropriately. The sample container must have a unique identification written on a water-resistant label or written with a permanent marker.
4. Please only use the sampling containers provided by Scientific Methods. If you would like to use a different sampling container, please call us at 574-277-4078 to confirm that your container is appropriate for sample collection.
5. **For compliance samples:** Your sample will be rejected, and you will be asked to recollect the sample at your expense if the holding time and temperatures are not followed as described in the sampling instructions.
For non-compliance samples only: If the sample is received outside of the designated holding time and temperature, you will be contacted for approval to process. This requires that you provide written consent to process the samples that includes date, time, and name of the individual authorizing processing.
6. If samples are received on a Friday or the day prior to any of the following holidays, Scientific Methods will charge an **additional processing fee**, or you will be asked to recollect the sample.
Applicable holidays: Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas, and New Year's.
7. **For the detection of *Salmonella*, *Legionella*, *Cryptosporidium* and *Giardia*, virus, or coliphage only:** A minimum of a 24-hour notice via email or phone call is required prior to shipping these samples as these tests require preparation of specific materials that cannot be made far in advance.



Please note: Scientific Methods will reject samples which exceed holding times and temperatures, show signs of damage, contamination, inadequate preservation, or insufficient volumes. We will notify you if a consent to process or recollection is required. Fees will apply for sample recollection if the above policy is not followed.

Scientific Methods thanks you in advance for your understanding and adherence to our sample acceptance policy. If you have any questions or concerns regarding our sample acceptance policy, please do not hesitate to contact us.

Thank you for choosing us for your water testing needs,

Fu-Chih Hsu, President