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Thank you for choosing Exact Scientific Services for your testing needs. We are an ISO 17025:2017 and Department of Ecology accredited laboratory. Our scope of accreditations for both organizations can be found on our website at [www.exactscientific.com](http://www.exactscientific.com). Our goal is to provide you with exceptional customer service and quality testing. If at any time, you have feedback as to how we can better serve your needs, don't hesitate to let us know by e-mail to [lab@exactscientific.com](mailto:lab@exactscientific.com).

**New Client Profile:** As a new client, please fill out our client profile form to verify whom we should contact for results and/or invoicing ( e-mail the completed form to [lab@exactscientific.com](mailto:lab@exactscientific.com)).

**Chain of Custody:** With any sample submission, we ask that you fill out and attach a chain of custody form with your contact information, the requested test(s) and sample description(s). If a specific method is required, verify we can provide the service before submission and **indicate the method reference on the chain**. Chain of custody forms may be different depending on the type of sample submitted and analysis requested. Contact the lab staff for the correct chain of custody form. **Please provide an expected range of values or a product specification sheet** for samples submitted for label claim verification purposes. **It is important to have both method related requests and expected result ranges in writing with the first set of samples that are sent.**

**Volume of Sample required:** The nature of the test requested will affect the amount of sample required. For each additional test requested on the same sample, the required volume of sample will increase accordingly. Please contact the lab to determine the correct quantity of sample required for your testing.

**Container types:** Your sample should be submitted in a clean container (sterile for samples requiring bacterial testing). The container should be able to be closed securely to ensure that the sample does not leak. We may provide containers for certain testing, or we can help you find a suitable container for your application. Please contact the lab by e-mail or phone for assistance.

**Payment:** For new clients, it is our policy that payment is arranged and executed prior to initiation of services and results being reported. Please contact [lab@exactscientific.com](mailto:lab@exactscientific.com) or our office staff at 360-733-1205 for payment by credit card. For subsequent services, we will send invoices and require payment on a Net 30 basis. If subsequent samples are not received within a year, payment must be received before testing is initiated again.

**Shelf Life testing:** Contact our shelf life coordinator to discuss testing needs and determine the correct sample volumes before sending in samples. The contact information is the same as above.

We look forward to working with you! Please do not hesitate to contact us with any questions regarding your results!

Kind Regards,

Exact Scientific Services Staff