

June 10, 2025

Dear Valued Customer,

We have recently modified some of our out-of-specification retest procedures. Our previous policy was to re-test any out of specification results to confirm, and report three results. It has come to our attention that this procedure delays turnaround times significantly. We are updating our system so that we will only retest a sample if there is an indication that the results may not be valid. This would include QC parameter failure, duplicate results not within an acceptable variance, a non-detect result for pure material, results that go against historical data, etcetera. Any data that meets all of our internal QC requirements and makes sense will not be retested without request.

The goal in this change is to provide more immediate results to our clients. We will be happy to retest results upon request. These requests will be handled per our current request procedures; if the retest results confirm the original result, an additional testing fee will be assessed, however if the retest results meet specifications, a revised report will be issued with no additional testing fees.

As always, feel free to reach out with any questions or concerns. We appreciate your understanding and look forward to providing you with quality results.

Sincerely,



Katherine Sandoval
Director of Molecular Biology
Executive Team Member
Exact Scientific Services, Inc.