

Rush Sample Policy: 24 Hr, 48 Hr & 72 Hr Turn-Around Times

Microconsult, Inc. strives to provide outstanding customer service to all existing and potential customers. Microconsult, Inc. offers chemistry testing services that are performed during normal business hours, Monday through Friday. Sample submissions sent or received for chemistry testing on Saturday, Sunday, or observed holidays will be processed the next business day.

As a part of your service, we offer rush turn-around times for *routine* chemistry testing.

- Rush turn-around times of 24 hours, 48 hours, and 72 hours are currently available for routine chemistry testing.
- For fast & convenient service, quotations for testing should be obtained prior to submitting rush samples. Quotations may be obtained from Client Services.
- Sample submissions must be received with a Chemistry Chain of Custody form *before 12 Noon* to be considered & processed for that day.

The Rush Turn-Around Time Schedule for Sample Analysis is as follows:

Request	Service Fees	Results	SAMPLE RECEIVED BEFORE NOON ON	RESULTS SENT BY END OF BUSINESS DAY ON	SAMPLE RECEIVED AFTER NOON ON	RESULTS SENT BY END OF BUSINESS DAY ON
24 Hour Rush	Additional charge of 100% to total cost	Results will be sent to the customer by the end of business on following day.	Sat, Sun, Mon	Tuesday	Sat, Sun, Mon	Wednesday
			Tuesday	Wednesday	Tuesday	Thursday
			Wednesday	Thursday	Wednesday	Friday
			Thursday	Friday	Thursday	Monday
			Friday	Monday	Friday	Tuesday
48 Hour Rush	Additional charge of 75% of total cost	Results will be sent to the customer by the end of second business day.	Sat, Sun, Mon	Wednesday	Sat, Sun, Mon	Thursday
			Tuesday	Thursday	Tuesday	Friday
			Wednesday	Friday	Wednesday	Monday
			Thursday	Monday	Thursday	Tuesday
			Friday	Tuesday	Friday	Wednesday
72 Hour Rush	Additional charge of 50% of total cost	Results will be sent to the customer by the end of third business day.	Sat, Sun, Mon	Thursday	Sat, Sun, Mon	Friday
			Tuesday	Friday	Tuesday	Monday
			Wednesday	Monday	Wednesday	Tuesday
			Thursday	Tuesday	Thursday	Wednesday
			Friday	Wednesday	Friday	Thursday

* Same Day Rush in some cases may be available.

Any customer in need of a **Same Day Rush** should contact Microconsult, Inc. to verify that the testing can be accommodated **PRIOR** to sending samples. Same day fees (as determined) will apply if same day testing is performed.

***Cancellation Policy**

If you would like to cancel testing services, please contact us immediately. Cancellations may only be made at no charge if analytical services have NOT been initiated. If analytical services have been initiated, applicable fees will apply.

Fee Example

