

Laboratory Terms & Conditions

Introduction

These Terms and Conditions are provided to advise you, the client, of the terms and conditions which apply upon solicitation of the services provided by Fibresafe NZ Ltd. Please ensure that you read this document carefully before requesting any service from Fibresafe NZ Ltd.

Fibresafe NZ Ltd are registered in New Zealand – business number 9429041857762 – and operate as an environmental and occupational health and safety consultancy and laboratory. Services include laboratory testing, asbestos surveys, asbestos sampling, clearance inspections and training. Our head office is located at Callaghan Innovation, 69 Gracefield Road, Seaview, Lower Hutt, 5010, and our Laboratory is located at 69 Cuba Street, Petone, Lower Hutt, 5012.

Our Service

Samples provided for analysis must meet minimum packaging standards. All asbestos samples must be double-bagged in clear zip-lock plastic bags. All samples must be accompanied by a Laboratory Analysis Request Form, including the test type / service required by the client. Receipt of samples and an accompanying analysis request form by the Laboratory represents acceptance of the terms and conditions of this document by you, the client.

We reserve the right to refuse to accept any sample for analysis, and you will be notified of any such decision. Analysis of bulk asbestos is performed on a 'first come first served' basis. The Laboratory aims to complete analysis of bulk samples on a 'normal' service within 3 working days following receipt of samples by the Laboratory.

An 'Urgent' service can be requested, and samples will be prioritised and analysed ASAP. Turnaround time for urgent samples is not guaranteed. A surcharge applies for urgent bulk sample analysis. Samples are analysed as received, and interpretation of results as they apply to the sample origin is the responsibility of the client.

Samples will be stored for a period of time, with duration of retention dependent on the nature of the sample. Samples will be disposed of unless requested otherwise by the client.

Health & Safety

You must inform us of any hazard relating to samples submitted for analysis. The laboratory reserves the right to dispose of samples immediately where minimum packaging requirements are not met.

Financial

If no quote has been provided by the Laboratory to the Client prior to the request of service, the laboratory shall provide the requested service at the standard rate at which the service is offered. Pricing information is typically provided excluding GST, unless otherwise indicated. Where payment for services is not processed up front, the Laboratory shall invoice immediately upon delivery of analysis results to the Client. Payment terms are 20th of the following month.

Records

All reports, certificates of analysis, data including worksheets and other documentation associated with routine testing activities will be retained for a minimum of 4 years. The laboratory shall not provide or discuss data or records with any party other than that nominated by the client / client representative without the express permission of the same.