



New Client Profile Form

Account #:

Client Information

Company Name: _____
 Primary Contact: _____ Email: _____
 Phone: _____ Mobile: _____ Fax: _____

Billing Contact: _____ Phone: _____
 Billing Address: _____
 Billing Address: _____
 City: _____ State: _____ Zip: _____
 Email: _____

Shipping Contact: _____ Phone: _____
 Shipping Address: _____
 Shipping Address: _____
 City: _____ State: _____ Zip: _____
 Email: _____

Reporting Options

Email

Payment Options

Download your invoices at www.sativatest.com or check here to receive a mailed copy.

Credit Card Type: (Please choose one) Visa MC AmEx
 Credit Card Number: _____ Exp: _____
 Cardholder Name: _____ CVVC Code: _____
 Statement Address: _____
 City: _____ State: _____ Zip: _____

Cardholder Signature* _____

* By signing above, I hereby release and authorize the use of the above credit card to Sativa Laboratories Testing, LLC

Technician Information

Name: _____ Email: _____
 Name: _____ Email: _____
 Name: _____ Email: _____
 Name: _____ Email: _____

Additional Information

Federal EIN or State Drivers License #: _____ Years in Business: _____

How did you hear about Sativa? _____

10501 Trade Court, Richmond VA 23236
 804.220.1122 * 888.895.1177 * 804.897.0070 (fax)
www.sativatest.com

Sativa Testing Laboratories

Terms and Conditions

1. Sample Submission and Documentation - A completed chain of custody form must accompany all samples. Amendments to samples already received by Sativa must be submitted in writing either via email or fax before changes will be made. Adjustments to TAT and/or analysis type may result in a change in cost. In the event a job is canceled by a client, Sativa will complete work in progress and invoice for work completed to the point of the cancellation notice. All canceled work will be subject to an administrative fee to include shipping charges. Erroneous entries made by Sativa will be amended without written authorization.

2. Shipping and Receiving - Client is responsible for shipping of samples and all costs associated with shipping and handling. Client remains responsible for the goods in transit to Sativa's location and shall utilize shipment tracking services for each package. Client will use an appropriate size box or envelope; inappropriate package sizing may be charged a surcharge with the provider. Prior to Sample Delivery Acceptance, the entire risk of loss or damage to samples remains with the Client. In no event will Sativa have any responsibility or liability for the action or inaction of any carrier shipping or delivering any sample to or from Sativa premises. Client is responsible to assure that any sample containing any hazardous substance which is to be delivered to Sativa's premises will be packaged, labeled, transported and delivered properly and in accordance with applicable laws. Generally, Sativa's hours of operation are Monday through Friday, 9 AM to 5 PM. Please contact your Sativa representative to discuss deliveries outside of these times to determine additional fees/surcharges to be applied.

3. Sample Turnaround Time (TAT) - Sativa provides TAT's that range from 1 day to 2 weeks with 5 days being the standard for most analysis types. TAT may vary for samples requiring difficult matrices or other circumstances outside Sativa's control. TAT for samples received after 3 PM will begin at 8 AM the next business day unless marked as a Rush TAT. TAT does not include weekends and holidays. Work performed on weekends and holidays must be pre-arranged and will incur a surcharge.

4. Payment - Sativa processes credit cards at the time of final report delivery. Account balances are charged in full at those times. Supply orders are an exception as they are processed at the time of order. Interest will be charged on all past due balances at a rate of 1.5 % per month. Sativa retains the right to withdraw special pricing agreements on delinquent account at our discretion. In the event that Sativa elects to retain legal counsel to collect any past due amounts, it may do so without notice to client, and client shall pay reasonable attorney's fees plus all other legal expenses Sativa incurs. Client agrees that Richmond, Chesterfield, or Powhatan, Virginia shall be proper venues for any action to collect money owed to Sativa by client. The Courts of the Commonwealth of Virginia have jurisdiction.

5. Sample Retention - Samples will be retained by Sativa for 60 days after analysis. Unless otherwise noted by the client, samples older than 60 days will be discarded following proper protocol.

6. Liability - In no event shall Sativa be liable to client or to any third party for any consequential, incidental or indirect damages, including any lost profit or lost savings arising out of or in connection with Sativa's service hereunder or the delivery, use reliance upon or interpretation of the test data results by client or any third party. In no event shall Sativa be liable to client or any third party, whether based upon theories of tort, contract or any legal or equitable theory, in excess of the amount paid to Sativa by client hereunder.

7. Indemnification - Client shall indemnify and hold harmless Sativa and all of its agents, employees, officers, and directors from and against any and all claims, damages, losses, and expenses, included but not limited to reasonable attorney's fees, arising out of or resulting from the performance of Sativa's service hereunder

I/We have read and understand Sativa's terms and conditions and understand that submittal of samples to Sativa for analysis constitutes agreement of all prices and conditions provided to me by Sativa Laboratories Testing, LLC. I/We authorize your investigation of the information provided on the New Client Profile Form or any subsequent documents requested. I/We understand that accounts not paid within established credit terms will be considered delinquent. It is agreed that an interest charge of 1.5% per month on the unpaid balance will be imposed on accounts owing after 30 days from the initial due date. Should collection become necessary, I/We agree to pay all costs incurred, including a reasonable attorney's fee.

Signature

Title

Date