

# New Client Guide

## Procedures for New Clients



To start your first project with A&B Labs, please contact a salesperson for pricing or a project manager to provide project details or arrange for a sample kit.

### Important Documents

- Credit Application (not mandatory)
- Chain of Custody Form (necessary for every sample submittal)

### Helpful Documents

- Chain of Custody Guide
- Sample Kit Guide
- A&B Labs Service Guide (Pricing)

### Turnaround Time (TAT)

Our standard TAT is Seven (7) Business Days. The day the sample is received is considered to be day Zero (0) and results are due at 5pm on the due date.



### Payment

First analysis must be paid before the results are released. A credit application may be submitted. Credit card, cash, check or P.O. accepted.



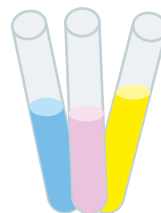
### Reporting

Report emailed and faxed by 5pm on the due date. Hard copy mailed the next day. Our regular Turnaround Time is seven (7) business days.



### Sample Kit

Includes bottles, cooler, Chain of Custody form and labels. Available with a 24 hour notice. Shipping and delivery may be available.



### Sample Submittal

Samples can be dropped off at A&B Labs M-F, 8am-5pm. Sample pickup service may be available with a 24 hour notice.



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