

TERMS AND CONDITIONS

1. RSTL agrees to provide testing services in accordance with:
 - (a) this Request Form (RF) and these Terms and Conditions, unless otherwise specially agreed in writing
 - (b) the Customer's specific instruction only, or of any other party authorized by the Customer;
 - (c) test methods and procedures considered by RSTL to be appropriate based on the technical, operational and/or financial grounds.
2. RSTL agrees to use reasonable diligence in the manner of performing the test services but no warranties are given and none may be implied directly or indirectly relating to RSTL's test results and facilities. In no event shall RSTL be liable for collateral, special or consequential damage, any error of judgment, fault or negligence of its officers or employees.
3. RSTL agrees to keep test results confidential and releases results to parties other than the customer, only upon authorization by the latter, or if required by law.
4. Customer agrees to have the job done according to the stated schedule. No cancellation of jobs will be honored.
5. The Customer shall:
 - (a) ensure that instructions to RSTL and other relevant information are provided in due time to enable effective performance of test services;
 - (b) supply, if required, any special equipment, tools, devices and personnel necessary for the performance of test services;
 - (c) provide access to RSTL personnel on information or localities necessary for the contract of test services;
6. This contract is only for such items/materials and work as specified herein. Any other additions or amendments after acceptance will be separately chargeable.
7. Complaint, question or dispute that may arise by reason of the test service rendered by RSTL shall be referred to an arbitrator or panel of arbitrators chosen by parties. Complaints or questions shall be given course only if it is in writing. The decision or recommendation of the arbitrator or panel of arbitrator shall be final and binding on the parties.
8. This contract shall in all respects be constructed and operate as a contract made in the Philippines and in conformity with laws obtaining in said jurisdiction.
9. RSTL requires full payment upon submission of sample/s.

RELEVANT RSTL POLICIES

Storage of Test Items

10. Tested samples shall be stored for one week after the release of Result of Analyses or until the recommended maximum holding time for analyte/s has been reached.

Result of Analyses

11. Result of Analyses is released upon presentation of this document (RF) and Official Receipt. Results of Analyses are issued only once and "Certified true copy" can be issued after a written request was presented by the customer. Maximum of two (2) copies can be provided for free. A corresponding fee amounting to ten (PhP 10.00) pesos per copy will be charged for every excess.
12. The Customer must present this document (RF Customer's copy) when claiming the Result of Analyses. In case of lost RF, the person who claims the Result of Analyses must present a signed letter of authorization from Company/Customer.
13. The following entries in the Result of Analyses cannot be changed:
 - (a) Date received/started
 - (b) Date Sample Submitted
 - (c) Sampling Date (if applicable)
 - (d) Customer's sample designation/description;
 - (e) Customer's name/address.
14. Customer is given fifteen (15) calendar days after receipt of Result of Analyses to request for changes other than what has been stated in Item 13. Changes on test results are all subject to retest.