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General information for
MIDWEST LABORATORIES, INC
13611 B Street, Omaha, NE 68144 • 402-334-7770 • midwestlabs.com

Normal Business Hours of Operation
Monday-Friday, 8:00-5:00pm (Office)
All other analysis and samples received outside of normal business hours are required to be coordinated.

Samples Received at Midwest Laboratories
Monday-Friday, 8:00-5:00pm
Saturday Morning: Mail, UPS and FedEx only
All sample deliveries outside of Monday-Friday Business Hours are required to be coordinated to ensure proper receipt of samples occurs.

Time Sensitive Samples
All time sensitive samples need to be delivered by 4:00pm, Monday-Friday

PROJECT PRICING
Specific projects or packages may be provided as a quote. A Laboratory Representative can provide a tailor-made project with special pricing. Contracts or projects are reviewed each year unless a long term agreement has been made.

CREDIT POLICY
Payment is expected at the time of sample submission unless an account has been established. Payment can be made by check or credit card (VISA, MasterCard and American Express). Applications for an account may be obtained from our client service staff or on the website. All accounts must be paid in full within 30 days of invoicing. Analytical fees for work originating outside of the United States or Canada must be paid in full by credit card before the work will be started in the laboratory. Online payment is available on the website for clients wanting to pay by credit card.

INFORMATION WITH SAMPLE
Accuracy of vitamin, antibiotic and fertilizer assays requires knowledge of approximate analyte levels prior to analysis. Whenever possible, this information should be submitted with the sample. Submittal forms are available on the Midwest website located on the home page under the “Submittal Forms” link. Additional assays on samples with unknown levels may be charged to the submitter. Please note on your submittal form if your sample is submitted for compliance purposes.
INVOICING
All work reported will be invoiced. Please make checks payable to Midwest Laboratories. Payments can also be made online at midwestlabs.com

ACCREDITATIONS
Midwest carries extensive NELAC and ISO 17025 accreditations as demonstrations of our commitment to quality. Clients can feel confident the results they are receiving have met stringent quality requirements for precision and accuracy. The scopes of accreditation can be obtained through the following links:

NELAC: http://lams.nelac-institute.org/lab_accreditations/index/502
A2LA - Biological: https://www.a2la.org/scopepdf/2853-01.pdf
A2LA - Chemical: https://www.a2la.org/scopepdf/2853-02.pdf

Contact an account manager at Midwest Laboratories for other state and organizational accreditations and certifications.

LABOR AND CONSULTING FEES
The following fees will be charged for method development work, deposition time, expert witness testimony, record search and compilation, and similar professional and clerical work, in addition to actual travel cost and other normal expenses.

<table>
<thead>
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<th>Hourly</th>
<th>Daily</th>
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<tr>
<td>Clerical</td>
<td>$50.00</td>
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<tr>
<td>Chemist or other professional</td>
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<tr>
<td>Corporate Officers</td>
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QUALITY ASSURANCE/QUALITY CONTROL
If requested, a QA/QC report can be issued to support analytical data. Quality Control paperwork may be charged depending upon the time involved. Please contact QA Director at 402-334-7770 for additional information.

TURNAROUND TIME/RUSH PROGRAM
Turnaround times will vary depending upon the requested analysis, the matrix of the sample, and other factors. We are committed to process the samples from all of our customers as soon as possible. The Rush Program is a fee-based premium service reserved for those customers who need accelerated turnaround time for the requested analysis. A Rush Fee of 100% of the analysis cost (minimum of $100.00) will be applied to each rush request. We will respond to all rush requests on the same day as received, Monday-Friday (8:00am-4:30pm CST). Rush requests received outside of these hours will be addressed immediately on the following business day. Since the Rush Program may not be available for all analyses, please contact Midwest Labs prior to the submission of Rush samples. Microbiology, soil and feeds analyses are not available for the Rush Program.
RE-ASSAY POLICY
Results questioned by the client will be re-tested on request. If the retest confirms the original result, the client will be charged for the retest.

SAMPLE HOLDING
Samples are generally held up to 30 days prior to disposal. Walk-in coolers or freezers are used to store perishable samples. If longer-term storage is required, please contact an account manager as soon as possible after receiving analytical results. A storage fee will be applied to samples held after the 30 day.

SAMPLE SIZE
The amount of sample required can vary considerably depending on the type and number of analyses requested. In many cases, a minimum of 100 grams (four ounces) is required for each analysis. Appropriate containers and preservatives may be ordered from the laboratory at (402) 334-7770. Please check the fee schedule for sample size information.

SAMPLE PREP
An additional sample prep fee may be added to the cost of analysis if the sample is a large volume, is requiring compositing or is a complex matrix.

SHIPPING OPTIONS
Midwest Labs accepts shipment from all major couriers. Be sure to include a submittal form with your sample(s) Please ship your samples directly to:
Midwest Laboratories
13611 B Street
Omaha, NE 68144

Discounted shipping options are available to Midwest Labs clients for UPS, Spee Dee Delivery and FedEx. Contact your account manager for additional information.

SHIPPING AND SAMPLING SUPPLIES
Supplies are available through our website or by contacting account manager.
SPECIAL REPORTING PROCEDURES

MANUAL REPORTING OPTIONS
Special report formats can be compiled and used in place of our typical reports. The client will be charged a set-up fee and for printing of the original manual report. Special certificates of analysis can also be prepared at a cost of $30.00 each.

FACSIMILE REPORTING
Reports or other documents can be sent by FAX at no charge.

EMAIL REPORTING
Reports and/or other documents can be sent via EMAIL at no charge.

OVERNIGHT LETTER
Overnight courier service to any location in the United States is available and will be charged to the client.

SUBMITTAL FORMS
Submittal forms are available online on the home page under the “Sample Paperwork” tab. Forms are provided at no charge. Using provided forms enables us to route your samples properly, analyze them for the correct parameters and send results and invoicing to the proper places without added delay. If Internet access is not available to you, please call us to order submittal forms.

We request that a submittal form accompany each shipment. Please indicate if the sample may be hazardous. Additionally, the submittal form should include the following information: company/person that should be billed for the analysis; company/person to send the report upon completion; list of analytical parameters needed on the samples; and list of how each sample should be identified on the report.

INFORMATION TECHNOLOGY
Client requests regarding reported data, submittal of data and transfer of data must be coordinated with IT Management and approved by the Midwest Laboratories Management Team. These type of requests require assigned programming time and charges for programming may be applied depending on the complexity of the project.