

## B. Service Level - Your choice

We want to offer you the best possible service and every project is unique. Therefore, we offer the following options for faster handling and delivery.

Please choose your level of service before sending the samples, and make sure that the right service is written in the returning **contract** sent by your designated test engineer. If you are satisfied with the offer and the included Normal Service, you don't need to do anything but to send the samples.

Note! You can at any time after the project started **order additional** services as per below.

	1 <sup>st</sup> PRIORITY [Service ++] offered price +350 €**	SPEED [Service +] offered price +200€*	NORMAL [Service] offered price -	AGREEMENT Yearly updated offer
<b>Preordered Services</b> [Confirmed in Test Contract]				
Order registration	< 24 h	1 day	< 3 days	Customized
Start of project	First in line	Group 1	Group 2	
Report delivery after finished test(s)	< 24 h	4 days	8 days	
Time saved compared to normal project delivery	~ 3 weeks	~ 1 week		
<b>Additional Services</b> [Requested after project start]				
Prioritized report delivery within 24h		+200 €	+250 €	Customized
Send intermediate results prior to final report		+50 €	+100 €	
Extra evaluation [+ nominal evaluation cost]			+100 €	
<b>Services in general</b>				
Mail when goods arrive				Customized
Preconditioning of samples				
Mail when test starts				
Mail when test ends				
Standard report				
Designated laboratory engineer				
Feedback and explaining the results				
Possibility to visit the lab				
Test schedule [test standard dependant]	Test Contract	Test Contract	Test Contract	Test Contract
<b>Technical Sales and Support</b>				
Support - Requirements and standards				Customized
Offer Corrosion & Surface Testing				

\* or 5 % of the price offers >4900 Euro; \*\* or 7,5% of the price offers >4900 Euro  
The order registration and report delivery time do not apply to holidays.