

C. The test process in short terms

BEFORE TESTING

- ✓ We can **recommend** the right test-standard based on the requirements.
- ✓ We can **customize** test methods based on your specific needs.
- ✓ To speed up the time to receive price / offer, please tell us the **size of the test object** and the **requirements** (time etc),
- ✓ When contact us through e-mail - We will get back to you within **24 hours**.
- ✓ The **distance to Cotec Labs** is not a problem. We receive samples daily, from all over the world.
- ✓ Make sure we can identify your package upon arrival. Please **put a copy of the offer or e-mail communication** along with the samples.
- ✓ Please send them to **Cotec Labs** without any attention and make sure we can link the samples to our prior communication, **Sjoakravagen 28, 564 31 Bankeryd, Sweden**.
- ✓ For an effective transport, use any global premium company, like DHL, Fedex, or UPS. Register your company on their portal so that you easy ant fast can order the freight on-line. We can also help you will the freight if you want.
- ✓ Please make sure the samples are **well-protected**, so they don't get damaged during the transportation.
- ✓ Please send the correct company information (document A), the correct invoice address (E-mail) and don't forget to choose your requested **service level** (document B).
- ✓ If you need a specific document to be able to get through the custom, please inform us. Normally you can use the order contract with our **Cotec Labs** stamp.



TEST PROCESS

1. **Contact** Cotec Labs service@coteclabs.com before you send the samples. We can help you optimize the test procedure, choose the correct requirements and the shipping process.
2. Send your samples to Cotec Labs (se address and identification above).
3. When the samples arrive at Cotec Labs, you will get an e-mail from noreply.technology@proton.se.
4. We will send a contract to you with test specifics – **service chosen (document B)**, your **designated test engineer** and test start / test end / report delivery date.
4. The procedure starts upon arrival, by placing the samples in our 1200 m² climate-controlled laboratory, for acclimatation.
6. With service express project service the project will **start upon arrival** and **test report will be delivered within 24 hours** after the test is concluded.
7. During the project, messages from noreply.technology@proton.se, will specify when the samples are placed in the chamber and when the exposure time is up.
8. You can at any time after the project start **order new services**, for example extra evaluation, pictures, preliminary results and/or fast report delivery.
9. If you have any questions during the test process, please contact you **designated test engineer** (written in the contract).



AFTER TESTING

- ✓ After the test the **report** will be delivered according to the contract / Service (document B).
- ✓ If you have any questions, please don't hesitate to contact your **designated test engineer**.
- ✓ You/we can also set up an **online meeting** if you want to discuss the results, and/or how to proceed. Of course, you are welcome to visit our laboratory in Bankeryd anytime you want.



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