# Users Guideline

1. Request the testing or sample analysis via email, letter or in person along with herein attached duly completed Information Card.
2. The head of the division, Lecturer in charge of the lab or analytical chemist have responsibility to review Information Card (Attachment) and accept the sample to test or analyzed.

Note: Head of the division, Lecturer in charge of the laboratory and analytical chemist have the right to cancel any analysis if the sample is suspected to damage instruments and violate safety during the analysis.

1. If the request of sample analysis or testing is accepted a quotation will raise by

Management Assistant of the division of Polymer and Chemical Engineering Technology, ITUM.

1. After the payment is received sample testing will be started.
2. After the completion of the sample analysis, the samples are returned along with the test reports and Information Card.
3. When the test report is collected, please make sure to sign the “received by” that contain in back page of the Information Card and fill the feedback form to enhance our analytical service.

Note: Along with your analytical report, all the results and data included CD will be provided.

# Terms and Condition

1. Clients are not allowed to handle any instrument without prior permission of the head of the division.
2. The client should submit duly completed Information Card for the relevant analysis/testing.
3. If it is need sample preparation, storage or handling prior to the test/analysis additional charge will be applied.
4. All the samples are returned after the completing analysis, otherwise they will be disposed