

China-Sri Lanka Joint Research and Demonstration Centre for Water Technology (JRDC)

JRDC water testing laboratory

Terms and Conditions for Sample Submission

Welcome to the JRDC Water Quality Testing Laboratory. The following terms and conditions outline the policies and procedures for submitting samples for testing. By submitting samples to JRDC, you agree to comply with these terms and conditions.

1. Sample submission

1.1 Sample information

Complete Sample Submission Form: All samples must come with a completed sample submission form, providing accurate and detailed information about the sample, including the type of sample, source, and required tests.

Labeling: Each sample must be clearly labeled with unique identifiers matching the sample submission form to ensure proper identification.

Minimum water sample size: The minimum water sample size required is 1.5 liters.

1.2 Sample Acceptance

Pre-Approval: PRIOR APPROVAL FROM JRDC IS REQUIRED FOR THE SUBMISSION OF ALL SAMPLES. Contact our customer service team to confirm sample submission and date of submission. (you will be provided with sampling instructions base on your testing requirements).

Condition of Samples: Samples must be in good condition and properly preserved to avoid contamination. JRDC reserves the right to reject samples that are damaged, contaminated, or improperly labeled, not sampled as per the sampling instructions given by the JRDC.

2. Shipping and Handling

2.1 Delivery Methods

In-person delivery: Samples can be delivered in person to the JRDC laboratory during business hours. Please schedule your delivery in advance.

Courier services: Samples can be sent via courier services. Customers are responsible for all shipping and handling charges and sending information on the courier service in advance.

(For microbiological analysis, samples must be sent from Monday and Wednesday before 4:00 PM)

2.2 Packaging requirements

Secure Packaging: Samples must be securely packaged to prevent leakage or damage during transportation.

Temperature Control: If required, samples must be shipped with appropriate temperature control measures (4⁰C) to maintain their quality. Do not transport samples under high temperature conditions.

3. Testing and Analysis

3.1 Testing Schedule

Processing time: The estimated processing time for test results will be provided upon receipt of the samples. Processing times may vary based on the type of test and workload.

3.2 Quality Assurance

For commercial samples, JRDC's sample analyzing procedures will be followed. For research samples, procedures must be provided to JRDC for discussion and confirmation prior to submission. It is your responsibility to ensure that the agreed-upon procedures meet your requirements before submitting your sample.

4. Reporting and confidentiality

4.1 Test reports

Format: Printed test reports will be provided. Electronic format of test reports will be provided via email upon request.

Contents: Test reports will include detailed analysis and any relevant observations with the approval of higher management of the JRDC.

4.2 Confidentiality

Data protection: JRDC is committed to maintaining the confidentiality of all client information. Test results and related data will not be disclosed to any third party without prior written consent from the client, except as required by law.

4.3 Sample Retention: After reporting the analytical results, we typically keep samples in our storage facilities for 30 days, after which they may be discarded. If you need samples to be stored for longer periods or returned to you, please make prior arrangements. Samples can be stored for up to 3 months using proper preservative methods. An additional charge will be incurred for retention of samples for longer periods.

5. Payment and Invoicing

5.1 Fees and charges

Price list: A current price list for testing services is available on JRDC website. (<https://jrdc.lk/wp-content/uploads/2021/11/JRDC-Testing-Rates.pdf>)

Additional costs: Additional cost will be incurred for re-verification.

5.2 Payments

Quotations and payments:

A quotation is issued up on request by the client. An invoice will be issued after confirmation by the client.

Sample acceptance

Sample acceptance will only begin once payment has been received with relevant supporting evince. (i.e. bank receipt and online transfer receipt etc.).

6. Complaints

Filing a complaint: Any complaints regarding test results or services must be submitted in writing to JRDC within 7 days of receiving the test report. JRDC will investigate the complain and respond to all accordingly.

7. Amendments

7.1 Policy Changes

JRDC reserves the right to amend these terms and conditions at any time. Clients will be notified of any significant changes.

8. Contact Information

For any questions or further information, please contact us:

China-Sri Lanka Joint Research and Demonstration Centre for Water Technology (JRDC)

Address: E.O.E Pereira mawatha, Meewathura, Peradeniya.

Phone: 0812058116

Email: info@jrdc.lk

Website: <https://jrdc.lk/>