

Guidelines for best service and turnaround

Quotes

Quotes can be requested on our website, www.labtesting.com, by e-mail at sales@labtesting.com or by calling Sales/Customer Service at 800-219-9095.

To keep response time to a minimum, please include all applicable information from the following list:

- Specific types of testing, calibration or machining services requested
- Quantity of each service
- Required specifications or standards
- Number of samples, parts or instruments
- Description of materials, parts or instruments
 - Testing*
 - Sizes and content of materials or parts
 - Temper, grade or condition of materials
 - Calibration*
 - Type of instrument, manufacturer and model #
 - Grade or class of gages
- Reference drawings of parts for dimensional inspection or of gages for calibration
- Turnaround requirements
 - If RUSH service is requested, please specify Same Day, Next Day, 2nd Day or 3rd Day.
Note: Availability of rush service for dimensional inspection is limited
- Other special requirements

Arranging Credit Terms

To arrange for credit, please complete all of the business, bank and reference information on our Customer Information Form and return it to Joan Bentley, Finance Manager, at 2331 Topaz Drive, Hatfield, PA 19440, by e-mail at accounting@labtesting.com or by fax at 215-997-9414. Please be sure to include your phone and fax numbers. The form is available from Sales/Customer Service representatives or our website at www.labtesting.com/resources.php.

Until your account is set up, you can pay for orders by check or credit card. Please call us with your credit card information to pay with a card.

NOTE: If your PO # must be referenced on your invoice, please provide that number when placing the order.

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Purchase Orders

Your purchase order can be e-mailed or faxed to Sales/Customer Service in advance or enclosed with the materials or instruments sent to LTI for services.

To ensure that orders are processed correctly and efficiently, we need all pertinent information before a job begins. Please include all of the following applicable details about the services requested on your PO.

- Specific types of testing, calibration or machining services requested
- Quantity of each service
- RFQ# from your LTI quote or pricing from our Price List
 - Including the Test Code from our Price List is helpful
- Required specifications or standards
- Number of samples, parts or instruments
- Description of materials, parts or instruments

Testing

- Sizes and content of materials or parts, including any identifying numbers (e.g. part #, heat #, lot #)
- Temper, grade or condition of materials

Calibration

- Type of instrument, manufacturer and model #
- Grade or class of gages
- Reference drawings of parts for dimensional inspection or of gages for calibration
- Turnaround requirements
 - If RUSH service is requested, please specify Same Day, Next Day, 2nd Day or 3rd Day.
Note: Availability of rush service for dimensional inspection is limited.
- How and where your items should be returned
 - If you do not need test samples returned, please let us know.
 - For drop shipments, please provide a complete shipping address, contact name and phone number for the destination.
- Name, phone number and e-mail of person ordering services, in case there are questions
- If requesting an e-mail certification, please note the recipient's name and e-mail address, or contact Sales/Customer Service to arrange e-mail certifications for all orders
- Billing address, phone and e-mail

Calibration only

- Calibration frequency for reminder notices
 - Note: Our default is 12 months, if another frequency is not provided.
- To save time on items that must be calibrated by an outside vendor (e.g. electrical, temperature, humidity, etc.), please include a note giving us permission to subcontract your order.

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Shipping

Packaging Materials

We receive shipments from all major carriers each day including UPS, FedEx, YRC, ABF, etc. Customers also can drop items off in person at our Shipping/Receiving Department between the hours of 8 AM and 4 PM EST, Monday through Friday (except major holidays). Our building has two loading docks and a drive-through bay for deliveries of all sizes.

Samples for testing and instruments for calibration can be shipped to or dropped off at -

Laboratory Testing Inc., 2331 Topaz Drive, Hatfield, PA 19440

To ensure the safe arrival of your items, please follow these guidelines:

- Fragile materials and measuring instruments should be packaged in sturdy containers, with sufficient padding to minimize movement and protect your items.
- Items with sharp edges should be carefully wrapped to avoid puncturing the container.
- Please use caution when sending hazardous or toxic materials to LTI for analysis. Proper packaging and labeling of the materials will ensure the safety of our employees.
- All tubing and pipe sent to LTI for nondestructive testing should be straight and free of paint, oil and other coatings when shipped.

Labeling Rush Orders

If you are requesting RUSH service, please include LTI RUSH SERVICE ORDERED and specify Same Day, Next Day, 2nd Day or 3rd Day on the outside of your package to ensure priority handling at LTI. You can print labels from our website at www.labtesting.com/resources.php or create your own for convenience.



**LABORATORY
TESTING INC.**

RUSH SERVICE ORDERED

Same Day

Next Day

2nd Day

3rd Day

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Material Size Requirements

TEST TYPE	SHEET *	PLATE *	ANGLE	BAR	PIPE	TUBING	POWDER
Chemical **	2" x 2"	2" x 2"	2" long	2" long	2" long	2" long	20 g.
Tensile up to 120K	2" W x 12" L	Note 1	18" long	6" long/Note 2	Note 3	12" long	-----
Tensile >120K to 400K	-----	2 1/8" wide x 18"	18" long	Rebar 24"	2 5/8" OD x 20"	2 5/8" OD x 20"	-----
Flattening	-----	-----	-----	-----	3" seamless 4" welded	3" seamless 4" welded	-----
Bend	Note 4	Note 4	-----	Note 4	Note 4	Note 4	-----
Expansion	-----	-----	-----	-----	4" long	4" long	-----
Charpy	-----	Note 5	7" long	9" long	3" long	-----	-----
Hardness	2" x 2"	2" x 2"	2" x 2"	2" long	2" long	2" long	-----
Flare	-----	-----	-----	-----	4" long	4" long	-----
Micro & Macro	2" x 2"	2" x 2"	2" x 2"	2" long	2" long	2" long	-----
Recast Check	2" x 2"	2" x 2"	2" x 2"	2" long	2" long	2" long	-----
Stress Rupture	2" W x 12" L	2" W x 12" L	2" W x 12" L	6" long	-----	21" long	-----
Sieve	-----	-----	-----	-----	-----	-----	200 g.
Grain	2" x 2"	2" x 2"	2" x 2"	2" long	2" long	2" long	-----
Hydro - Max Pressure	-----	-----	-----	-----	10,000 PSIG	10,000 PSIG	-----

- NOTES:** (1) Plate up to 3/4" thick requires 3" W x 18" L; Plate greater than 3/4" thick requires 2" W x 6" L.
 (2) Bar or wire under 1/4" diameter requires 18" long.
 (3) Pipe up to 3/4" wall thickness requires 15" long; Pipe greater than 3/4" wall thickness requires 6" long.
 (4) Requirement depends on size and specification; *Call LTI for the sample size and testing direction.*
 (5) 4" W x 6" L with longitudinal direction noted.

* Grain direction is very important when submitting sheet or plate for testing. Always mark grain direction with an arrow.

** 5g sample weight is needed for chips and samples too small to perform Atomic Emissions Spectroscopy (AES).

Value-added Services

Many services are offered to make your job easier and provide the information you need at your fingertips. If you like to keep paperwork and phone calls to a minimum, ask Customer Service to sign you up:

- Online order tracking
- E-mail notification of order status
 - Receipt of order
 - Completion of testing, calibration or machining
 - Completion of certification
 - Shipping of samples, parts or instruments
- E-mail certifications
- Calibration reminders by e-mail