Remark:

Item 5.2 Water Quality monitoring Service

1. In Item 5.2.18, Client should assign the sampling session during the specified time Period I/ II. The duration of water sampling is counting from entry and leave from the site. However, if the sampling duration exceeds the specified time period, extra sampling fee will be charged.
2. In Item 5.2.19, Client should assign the sampling session during the specified time Period III / IV / V / VI / VII. The duration of water sampling is counting from entry and leave from the site. However, if the sampling duration exceeds the specified time period, extra sampling fee will be charged.
3. Minium charge per report in Item 5.2.20 is the additional surcharge, and it applies when the total testing fee per report is less than this minium charge.
4. The expedited processing in Item 5.2.21 must be specially arranged and agreed by IDQ before the submission of the service request form, and only available for certain items.
5. The Institute will stop receiving water samples from clients 45 minutes before the end of working hours on weekdays (if applicable).
6. After the submission of the service request form, the Institute will communicate with the Client and propose the testing/ sampling schedule. Upon confirmation of the service request form, 5 working days' advance notice acknowledging the actual service provision date will be needed. The Institute has the final decision on the date of testing/ sampling.
7. After the confirmation of water sampling with the Client, the Client should inform the institute by email or letter one working day in advance of any cancellation of sampling. If the Client fails to do so or cannot cooperate with the sampling work, the sampling fee will be charged per time.(According item 5.2.22/5.2.23 to be charged.)
8. If the Client fails to provide the site fit for testing while IDQ staffs have already arrived onsite; IDQ will charge the admission fee per time (According item 5.2.22/5.2.23 to be charged.)
9. The institute will only provide the water analysis result to Client for their reference, without providing any analysis and comparison.
10. In General, the water analysis report will be issued within 10 working days after completion of all the test.
11. The default language of report is Chinese. The Client should give written notice to IDQ of requesting English as report language when signing the service request form, otherwise additional charge may be applied.
12. The Client must provide samples that meet the requirements of the analytical method (if applicable).

13. The analysis result(s) of the water sample(s) only related only to the item(s) tested.
14. The Client should obtain the permission of entry to the location where the measurement /sampling work has to be performed for any individuals assigned by IDQ.
15. If the test result does not meet the requirements of the relevant indicators, the relevant test work needs to be re-executed, and the fee will be charged separately according to the relevant unit price.
16. If the Client requests to cancel the service after paying the service fee, the payment will not be refunded.
17. The institute will issue the invoice before issuing the test report. The Client should settle the invoice before getting the formal report.
18. The Client will be responsible for any tax, insurance against all risks of damage to Client's and third parties' property.
19. When severe weather conditions (such as thunderstorm warnings, typhoon signal etc.) occur, IDQ may re-coordinate the sampling date with the Client, and the date of issuing report will also be postponed without holding any responsibility.
20. In any loss, omission from or any indemnity arising out of them, which is not caused by the professional negligence or misconduct of our staff, IDQ shall not hold any responsibility.
21. In any loss, fault in service provision, postponement or any indemnity arising out of them, which is directly or indirectly caused by the Client's failure to partially/ totally comply with its obligations hereunder or any force majeure, IDQ shall not hold any responsibility.
22. The Client will give written notice of all known safety or health hazards and special procedures applicable to the samples, or the on-site working environment for the measurement. IDQ may in its absolute discretion, refuse to provide services where it determines the provision of such services may pose a health or safety peril.
23. IDQ will confirm the test method with the Client, the anylsis basis please refer to the anylsis request form.