INTERLABOR
BELP AG

IMPORTANT INFORMATION

Address and contact details

Interlabor Belp AG
Aemmenmattstrasse 16
3123 Belp, Switzerland

Phone: +41 (0) 31 818 77 77
e-mail: info@interlabor.ch
website: www.interlabor.ch
Follow us!
Analytics with passion

Opening hours and sample receipt

Interlabor is open and available on each working day from Monday to Friday, **07:30 a.m. – 12:00 p.m.** and **01:30 p.m. – 05:00 p.m.** During these opening hours your samples are gratefully received.

Samples for microbiological examination have to be delivered **before 03:00 p.m.**

Shipping of your samples

Please send your samples to the address stated above. Samples for microbiological examination should be **cooled and shipped as soon as possible (within 24 hours in the laboratory).**

Please assure that your samples are packed securely and that containers for liquids are closed tightly.

Analysis order

The samples should always be accompanied by the respective analysis order. Predefined order forms can be downloaded from our website or requested and will be delivered to you. We also gladly prepare individual order forms free of charge on request.

If you use your own forms please consider that at least **the following details** have to be stated:

- Customer incl. contact details
- Samples description and remark concerning handling of the samples (storage or safety remarks)
- Tests to be performed, if applicable with specifications and analysis methods
- Target date and quality standard

Processing/delivery times

The processing of analysis orders starts after all required clarifications for technical and organisational feasibility have been concluded. The delivery time of standard analyses is usually about 8 to 10 working days after sample receipt. The delivery time of express analyses (with surcharge) is about 1 to 5 days after sample delivery. We will inform you if consecutive clarifications are necessary or in case of delay.

Quality system

Interlabor maintains a quality system according to the provisions of ISO 17025 and GMP. Generally the analyses are performed without additional agreement according to the ISO 17025 accreditation and at the Interlabor site. If this is not the case the examinations are marked accordingly.

The current quality certificates can be downloaded at the Interlabor website or requested to be delivered to you.

For GMP analyses a quality agreement between the involved parties (your company and Interlabor) is required; the analysis methods have to be validated / verified product-specifically.

An adequate template for a quality agreement can be requested from Interlabor. The validations can be ordered at Interlabor and are performed in consultation with you.

Customer feedback

Interlabor aims at giving you no reason for complaints. Nevertheless it cannot be completely excluded that a service is not entirely complying with your demands. In such a case we kindly ask you to inform us. We will gladly determine the cause, instruct our quality management for reworking and take measures for future prevention.

Services and prices

All stated services are intended exclusively for professional customers and are subject to the General Terms and Conditions of Interlabor. Prices are stated in Swiss Francs (CHF) excluding current VAT; price changes remain reserved.

Invoice and order number (PO)

Invoices are generally issued at the end of the respective month with a payment term of 30 days as collective invoices for all net costs. If the invoice should be sent to a special accounting office this information has to be stated at the time of ordering.

Purchase order numbers are gladly taken into account, if this information is available at the time of ordering.

GTC

You can find the General Terms and Conditions on the Interlabor website: www.interlabor.ch.

INTERLABOR
BELP AG

Interlabor Belp AG
Aemmenmattstrasse 16
3123 Belp, Switzerland
Phone +41 (0)31 818 77 77
www.interlabor.ch
info@interlabor.ch

Opening hours
Monday to Friday
07:30 a.m. – 12:00 p.m.
01:30 p.m. – 05:00 p.m.

Follow us!
Analytics with passion