



## NEW CUSTOMER PACKAGE

Welcome to Murray-Brown Laboratories! We believe that analyzing your product goes beyond producing test results. We go to great lengths to operate in a manner which is approachable, thereby promoting an open partnership which allows you, our Customer, to have complete confidence in our expertise and ethics, as well as the analytical results that we provide.

To help us better serve you, please complete this New Customer Package to define your contact information, your delivery requirements for laboratory reports and invoices, and your payment information. We also request your signature on page 2 of this document to signify your acceptance of MBL Terms and Conditions (available by request or at MB-Labs.com) which conveys our standard laboratory policies and procedures. Please visit our web site for more helpful testing related resources.

We are appreciative of the opportunity to serve you and we look forward to a long and mutually rewarding partnership in business. If you have any questions regarding our processes, please do not hesitate to ask.

Please E mail this completed and signed New Customer Package to [ClientServices@mb-labs.com](mailto:ClientServices@mb-labs.com) or bring it with you upon sample submission.

### BUSINESS/CUSTOMER INFORMATION ALL CUSTOMERS COMPLETE THIS SECTION

<b>Business Name:</b>		<b>Business Phone:</b>	
<b>Physical Address</b>		<b>Mailing Address (if different from Physical Address)</b>	
Street:		Street:	
City:		City:	
State:	Zip:	State:	Zip:
<b>Accounts Payable Contact:</b> MBL will deliver invoices to this contact via E mail.			
Name:		Title:	Direct Phone:
E mail:		Check box if this contact should receive:	<input type="checkbox"/> results
<b>Primary &amp; Emergency Contact:</b> MBL will contact for laboratory related questions, clarifications, and other matters.			
Name:		Title:	Cell Phone:
E mail:		Check box if this contact should receive:	<input type="checkbox"/> results <input type="checkbox"/> invoices
<b>Customer Representative:</b> This person must have actual and/or apparent authority to authorize the use of the credit card on file as stated in this New Customer Package and have actual and/or apparent authority to bind Customer to MBL Terms and Conditions.			
Name:		Title:	Cell Phone:
E mail:		Check box if this contact should receive:	<input type="checkbox"/> results <input type="checkbox"/> invoices

### LABORATORY DELIVERABLES ALL CUSTOMERS COMPLETE THIS SECTION

MBL delivers results via E mail (MBLResults@mb-labs.com) in the form of a PDF Certificate of Analysis. MBL will only report to a third-party at the consent of Customer. By indicating below, results may be delivered via fax or USPS mail (*instead of or in addition to* E mail):

**Optional:**  *Instead of*  *In addition to*, emailing reports, deliver results via:  FAX: \_\_\_\_\_  USPS Mail

For multiple recipients of results, we recommend establishing an internal distribution list whereby you can define and maintain such recipients (i.e. labresults@yourcompany.com).

Our internal distribution E mail address is: \_\_\_\_\_

As an alternative to creating an internal distribution list, list all contacts (besides the Primary Contact & Customer Representative) for whom MBL should E mail results; check "INV" for any contacts that should receive invoices; E mail updates to ClientServices@mb-labs.com:

Contact Name	E mail	Phone	INV



## CUSTOMER PAYMENT TERMS & CONDITIONS

- Samples are as submitted by Customer; MBL will not invoice a third party unless agreed upon by MBL, at MBLs' sole discretion.
- Customer must have a valid credit card on file with MBL; this card will be charged immediately upon completion of analyses (per project or weekly invoice as dictated by MBL), unless credit terms have been granted. Customers scheduling \$500 or more per week in MBL tests and services must apply for credit terms to pay by check or be must be approved by MBL to pay via credit card on file.
- MBL may extend credit to Customer based upon the findings of a credit or other reference check, and/or the history with Customer and/or its representatives. Customer granted credit agrees: payment terms are Net 15 days; MBL will charge credit card on file for overdue balances; a late charge of 1.5% per month will be added to all unpaid balances; all current and/or ongoing work will be halted for accounts overdue by 30 days and no additional work will be accepted until the balance is paid in full; accounts delinquent 90 days will be scheduled for collections; Customer is responsible for collection and/or legal fees MBL incurs as a result of securing payments for invoices which are in default.
- MBL reserves the right to collect prepayment from Customer; costs of analyses are as defined via our Pricelist and/or Quotations. Additional charges, as assessed by MBL and agreed upon by Customer, may be applied for: sample preparation; rush and/or weekend analyses; sample collection and/or pick-up; consulting; time required to complete above and beyond Customer requests.

## CREDIT CARD INFORMATION ALL CUSTOMERS COMPLETE THIS SECTION



By providing your signature below, you are authorizing: MBL to automatically charge this credit card on file for payment of all invoices if credit terms HAVE NOT been established, or for overdue balances if credit terms HAVE been established; that you have actual and/or apparent authority to authorize such use of this credit card as stated in this New Customer Package and in MBL Terms and Conditions.

CC:	EXP:	Customer Representative:
<b>Signature of Customer Representative:</b>		<b>Date:</b>

## CREDIT APPLICATION COMPLETE THIS SECTION IF CUSTOMER IS APPLYING FOR 15 DAY CREDIT TERMS

Customer Name:	Address:		
Above named Customer wishes to open a 15 day credit term account with MBL with a credit limit of			
	\$500	\$2,500	\$5,000
<b>Customer Submits the Following Bank References:</b>			
Name of Bank:		Bank Officer:	
Phone Number:		Account Number:	
<b>Customer Submits the Following Trade References:</b>			
Company Name	Contact	Phone	E mail or FAX
I hereby certify that the information in this credit application is correct. I agree that the information included in this credit application is for MBLs use in determining the amount of credit to be extended. I understand that MBL may also utilize additional sources when determining credit worthiness. I authorize our trade references to release credit-related financial information to MBL for the purpose of establishing credit. I authorize our financial institution to release our banking-related financial information to MBL for the purpose of establishing credit.			
<b>Signature of Customer Representative:</b>			<b>Date:</b>

## ACCEPTANCE OF MBL TERMS AND CONDITIONS ALL CUSTOMERS COMPLETE THIS SECTION

Sample submission to MBL signifies Customers' acceptance of MBL Terms and Conditions (available at MB-Labs.com).	
MBL and Customer named herein concur that, as acknowledged by the signature of a Representative of each party, MBL Terms and Conditions (MBL Document 02) will be binding upon and will enure to the benefit of the two parties and their respective representatives, including but not limited to, their officers, directors, managers, employees, including their heirs, executors, administrators, personal representatives, successors, assigns or otherwise affiliates, and is applicable to all dealings transpiring between the two parties.	
By signing this New Customer Package (MBL Document 01), Customer Representative asserts that he/she is in receipt of and has actual and/or apparent authority to bind Customer named herein to MBL Terms and Conditions (MBL Document 02).	
Customer Name:	Address:
<b>Signature of Customer Representative:</b>	
<b>Date:</b>	
<b>Signature of MBL Representative:</b>	
<b>Date:</b>	