2025 Pro-Pack Testing Laboratory Terms of Service

Responsibilities of each party:

The testing and certification of all packagings is the sole 100% responsibility of the entity that marks, labels and ships the packaging containing the hazardous material. Any advice or information in the form of questions or interpretations or suggestions concerning the regulations within Title CFR 49, or any other regulatory information are 100% the opinion of the personnel of Pro-Pack Testing Lab, Inc.
Pro-Pack is responsible for doing the correct tests as per the correct protocol and that is where our responsibility ends.
Any changes to the packaging that we are NOT made aware of will result in an invalid test and the tests must be repeated at the customer's cost

Pro-Pack Contact Information

Manuel Rosa (President/CEO) – Regulatory questions. Once these forms are completed these forms should be sent to m.rosa@propacktestlab.com

Julia Rosa (Vice-President of Operations) – Invoicing Questions and Quotes. E-Mail j.rosa@propacktestlab.com

Noah Harper (Project Coordinator) – Questions about project status and timing of projects only. E-Mail - n.harper@propacktestlab.com

Brice Thomas (Senior Lab Technician) – Questions about project status only. E-mail – b.thomas@propacktestlab.com

Estimates: To receive an estimate, the proper Test Request Forms & Contact Forms must be completed and returned to Julia Rosa at j.rosa@propacktestlab.com.

Due to the nature of the business an estimate is nothing more than that – an approximation. The final invoice MAY surpass the amount issued on the PO for the following reasons including but not limited to:

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- Packages that must be re-tested due to a failure during the test sequence
- Labor charges to either prepare packaging for tests that were not supplied to us correctly or labor charges to re-pack materials for a re-test due to a failure.

Test Request Forms: A Test Request Form is required to receive a quote. We have Test Request Forms specific to every test that we do. Please use the proper form for the test that you are requesting. Incomplete test request forms (including a valid Purchase Order number & Signed estimate) will result in the project not being started.

Purchase Order Numbers: Testing cannot begin until a valid Purchase Order and signed estimate is on file. A hard copy must be sent.

Send all Purchase orders & Signed estimates to:
Julia Rosa at j.rosa@propacktestlab.com ONLY!

If paying with a credit card, please contact Julia Rosa so that the credit card can be put on file for the current job.
A 3% fee will need to be added to the final invoice.

Tests that require additional materials and or equipment rentals for the test to be performed will have to be paid for up front before any test can begin.

Consultation:

Projects requiring guidance on regulations will require a consultation fee and may require to be scheduled.

Turn-around time:

Our standard turn-around time is 5-10 business days. This changes daily and on rare occasion exceeds 10 business days. Please enquire as to the current turn-around time to avoid delays in your certification process.

Express Services:

We do offer an express service which will guarantee only test completion sooner for an additional charge. Reports (depending on complexity) will follow in 1-3 days provided we have all the requested information in this packet.

Please indicate the desired turnaround time below. The additional charge for express service is based upon how fast test results are needed. Express service is subject to approval. If our workload allows us to get the tests completed sooner than 5 days, there will be no express charge.

Express Services are available and subject to approval by Manuel and Julia Rosa. Express services may include weekends at the cost to the customer. If you need express services, please reach out to Manuel and Julia Rosa.

Pro-Pack is not responsible for holding times or deadlines that are missed due to missing paperwork, changes that are made or delay in payments.

* If express service is selected for HAZMAT combination packaging that includes inner containers made of plastic that carry a product that is liquid, this means that we are forced to perform all the other tests first and the Drop Test (most likely to fail) last. This means that if the Drop Test fails, then you will be billed for the full price of a certification without obtaining a certification. It is for this reason that the express service is strongly not recommended for this type of container.

Packaging Failures

Any necessary retests done as a result in packaging failure of any kind will come at an additional charge to the customer and will be added to their invoice regardless of what the PO was initially issued for. Any estimate provided prior to or during services rendered is not a formal and fixed quote. This is the result of the nature of this business. Failures also mean additional labor charges above and beyond what was initially quoted. If retests of any packaging are to be conducted because of an initial failure more packaging's must be prepared at our current rate of labor per hour.

Any additional tests because of negligence on our part will be provided free of charge.

Delays in Testing

Any delays in the test process including but not limited to

1) Packaging failures
2) Missing or invalid Purchase Order Number and Signed Estimate
3) Missing or incorrect Test Request Forms / necessary paperwork
4) Missing or incorrect packaging materials

Will delay the testing process and place the project on hold at which point the promised turn-around time also is placed on hold and does not resume until the issue that caused the project to go on hold is rectified. Example: A 3 Day Express is chosen. The packaging fails a test other than the Drop Test and it takes a week to get test samples to do a retest. That test then passes and we perform the Drop Test the next day. That will still constitute a 3-day express as all testing was in fact completed within the 3-business day timeframe.

Shipments:

Pro-Pack does not accept any collect shipments. No exceptions. If you send your shipment collect, we will have to deny it and have it returned to you at your cost. Please confirm that your shipping department does not send it collect.

Once testing has been completed all test samples and related materials will be kept for 14 days after which point, they will be disposed of for a fee, unless prior arrangements have been made. The 14 days starts with the date listed on the test report. It is very important that a return is scheduled by the customer in a timely manner.

Sign Here_____ Date_____

I have read and agreed to all Terms and conditions listed on pages 1-3.