

Indy Health Labs, LLC.

Terms and Conditions

1. **Sample Submission and Documentation Policy**

A New or Existing Client Profile Form, Sample Submission Form, and Chain of Custody Form is required and must accompany all samples submitted to Indy Health Labs, LLC. for testing. Any change to the sample type or selected tested requested will need to be communicated to Indy Health Labs, LLC. before testing has started. If these changes affect the type of testing requested, additional fees will apply to the work order and are due before the release of results to the customer.

2. **Drop off or shipping and receiving of samples policy**

Customers or Clients are responsible for the shipment of samples and all costs associated with shipping and handling to Indy Health Labs, LLC. Customers or Clients are solely responsible for the goods in transit to Indy Health Labs, LLC. testing facility and shall communicate shipment tracking services for each package to testing@indyhealthlabs.com with the subject line of Customer or Clients name and sample(s) being tested.

Indy Health Labs, LLC. Hours of operation to receive packages are from 9am to 5pm Monday through Friday. Any packages that are being sent or expected to be received outside the normal hours of operations listed, will need to be communicated with staff at Indy Health Labs, LLC. to determine arrival times and additional fee for late or early arrival of samples.

3. **Sample Retention Policy**

All samples will be retained by Indy Health Labs, LLC. for no more than 30 days after analysis and issuing of report is completed. Should the customer request repeat or further testing, customer may be required to provide additional sample and accept all associated fees. Unless otherwise stated by Indy Health Labs, LLC., all client samples older than 30 days will be discarded following proper protocol and are not salvageable.

4. **Payment Policy**

All payments for testing are processed through credit or debit cards at the time of sample submission. If samples are received before payment is taken correct contact information must be given and is required by the customer or client for results to be received. Any samples that are received will not be tested until payment is processed. Due to the volume of business at Indy Health Labs, LLC. we require all customer or client payments be processed before any testing begins. In the event of non-payment, customer or client samples will be kept for 30 days and then will be discarded following proper protocol and are not salvageable. Indy Health Labs, LLC. is not responsible for the loss of sample in this manner.

5. **Liability Policy**

In no event shall Indy Health Labs, LLC. owner or associated employees be liable to the customer, client, or any third party for any consequential, incidental, or indirect damages. This includes but is not limited to any or all loss to profits or a loss of savings out of or in connection with Indy Health Labs, LLC. testing services. Indy Health Labs, LLC. is not responsible for the delivery, use, or interpretation of the test data results by the customer, client, or any third party. Customers and clients cannot hold Indy Health Labs, LLC. accountable for claims for damages, losses and expenses, included but not limited to reasonable attorney's fees arising out of or resulting from the performance of Indy Health Labs, LLC. testing services.

I have read and I understand the Indy Health Labs, LLC's terms and conditions. I understand that the submittal of any samples to Indy Health Labs, LLC for analysis constitutes an agreement of all pricing and conditions provided to me by Indy Health Labs, LLC. I authorize your investigation and analysis of the information provided on the New or Existing Client Profile Form, Sample Submission Form, and Chain of Custody Form. I also hereby confirm that the sample being submitted for testing purposes has been cultivated in a manor compliant with VA § 4.1-1101. Home Cultivation of Marijuana for Personal Use.

Signature

Date