

www.eurofins.com.au/environment-testing/

Welcome to Eurofins Environment Testing and thank you for choosing us for your testing laboratory requirements. Below is some important information to get you started. We look forward to working with you.

Important documents you will need:

1. New Client Application Form

This form allows us to obtain the contact information required to initiate your account. Section A must be completed by all new clients. Completing Section A only allows results to be issued once invoice payment has been received. Clients sending ongoing or high-volume work may be eligible to open a 30-day account following a credit assessment by the Eurofins Finance team. Please complete Section B if you would like to apply for this type of account. [Download Here](#)

2. Chain of Custody (CoC) Form:

All samples should be submitted with a chain of custody detailing the sample description / identification, testing required and turnaround time (TAT) required. The chain of custody is also where you will let us know who to report results to, what format you prefer and also alert us to any special requirements or hazards associated with your samples. [Download Here](#)

3. Preservation Chart

This document outlines the preferred volumes and preservation methods for various common tests based on APHA, USEPA and Australian Standards. If you cannot find the test you require on this document, please contact our Client Services department. [Download Here](#)

4. Bottle Order Form

Eurofins | Environment Testing can provide the appropriate containers for your testing. Please return this form via email and allow at least two days for delivery to metropolitan areas. For other delivery areas please contact our Client Services department. [Download Here](#)

Turnaround Times (TAT)

Most standard tests have an expected turnaround time of 5-7 working days. Faster turnaround times may be available for some tests and will attract a surcharge. For details, please contact our Client Services department. Samples received in the lab after 5:30pm are deemed to be received the next business day and turnaround time will be calculated accordingly.

Sample Registration

Once your samples are received in the laboratory we will use the information on your COC and New Client Application Form to register the samples in our LIMS (Laboratory Information Management System) and then send the samples directly to our lab areas for extraction and analysis. An SRA (Sample Receipt Advice) will be generated and sent electronically once the login process is complete. On the SRA you will find your Eurofins report reference number for the job and contact details of your Analytical Services Manager (ASM), who will be your main contact at Eurofins | Environment Testing for the duration of the job.

Accreditation

Eurofins | Environment Testing is a NATA accredited laboratory in Australia. Our certificates and scope of accreditation are available upon request.

Invoice Payment

The invoice settlement method is payment by credit card or bank transfer. Credit card Payment can be made over the phone by contacting Melbourne Reception on +61 3 8564 5000.

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Last modified by: Z. Flynn & F. Sanjaya	Approved by: K. Chhina	Page 1 of 3
Editorial Committee: E. Daos, T. Lakeland, Z. Flynn, F. Sanjaya, K. Chhina, E. Zhu		Next required review date: 13 March 2030

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Delivery Addresses

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