



## National Board Laboratory Cancellation/Rescheduling & Hourly Shop Rate Policy

### Provisional & Informational Testing:

- **Informational Testing:** All customers will receive a tentative testing date and proforma detailing the estimated cost of the testing to be performed. Once the proforma payment is received the testing date will be confirmed.
- **Provisional Testing:** New customers to the NB Laboratory will receive a tentative testing date and proforma detailing the estimated cost of the testing to be performed. Once the proforma payment is received the testing date will be confirmed.
- **Cancellation:**
  - Notification of cancellation received two (2) weeks prior to the testing date, no cancellation fee
  - **Less than** two (2) weeks prior to the testing date, the cancellation fee will be one (1) of the following:
    - Up to two (2) tests – Fee: 50% of projected testing cost
    - Three (3) tests or more – Fee: 30% of projected testing cost (i.e. 5 valves will all be at 30%)
- **Reschedule:**
  - Notification of cancellation received two (2) weeks prior to the testing date, no cancellation fee.
  - **Less than** two (2) weeks prior to the date, the cancellation fee will be one (1) of the following:
    - Up to two (2) tests – Fee: 50% of projected testing cost
    - Three (3) tests or more – Fee: 30% of projected testing cost (i.e. 5 valves will all be at 30%)

### Certification Testing:

- **Cancellation/No Call No Show:**
  - 1st incident in a six (6) month period, no cancellation fee
  - 2nd incident within a six (6) month period, the fee will be one (1) of the following:
    - Up to two (2) tests – Fee: 50% of projected testing cost
    - Three (3) tests or more – Fee: 30% of projected testing cost (i.e. 5 valves will all be at 30%)

### Hourly Shop Rate (Hourly Testing):

- **Investigational/Informational Testing:**
  - All testing will be based on 1/2 day increments, excluding morning calibrations, of 3.5 hours and one (1) testing crew
  - Billable testing hours: 8 am – 11:30 am & 12 pm – 3:30 pm
  - All customers will receive a tentative testing date and proforma detailing the estimated cost of the testing to be performed. Once the proforma payment is received the testing date will be confirmed.
  - Any unused scheduled time will be charged to the customer based upon the number of scheduled hours remaining at 75% of the hourly shop rate.
  - **Investigational Testing:** Cancellations received two (2) weeks prior to the testing date, no cancellation fee.
  - **Informational Testing:** Cancellations received two (2) weeks prior to the testing date, no cancellation fee. After the two (2) week period the cancellation fee will be 75% of the hourly shop rate time scheduled.

*\*Dates are based on calendar days*