

Sample Rejection

Samples received broken, without the necessary paperwork, or suffering from other defects as listed below under XIV Procedure are placed on hold and may be sent back to the client.

For example, in the event the client's chain-of-custody is illegible, ambiguous or missing any necessary information (submitting client, test requested, project site, sample identification), the client is contacted first by phone, then by email or fax if unreachable by phone. While awaiting an answer, the affected samples are set aside in the bin designated "Problem Batches".

Samples may be rejected for the following reasons:

- This laboratory does not perform the requested test.
- Sample containers broke in transit, leading to cross-contamination.
- The paperwork was packed in contact with the samples themselves, which is a health hazard for staff.
- The samples fail the technical guidelines for the requested test, for example, an AHERA set of asbestos samples that were not collected following AHERA protocols.
- The mass of sample is insufficient, such as a TCLP sample that is under 100 grams.
- The samples are known or suspected to be radioactive.

Samples may be returned to a client for the following reasons:

- A client has not responded to repeated requests for information regarding a batch that is on hold.
- A client specifically requests that the sample(s) be returned.

The Operations Manager, or Technical Manager for the department for which the samples are intended, shall contact the client. They shall notify the client of the issue and arrange for disposal or shipment back to the client. See XXIII. C. External Chain-of-Custody. Each Manager has the authority to accept samples that should otherwise be rejected, with pertinent documentation of the reason(s) and any special flags that must be added to the report.