

Dispute Resolution Policy for Universallab Analytical Testing Services

Effective date of the latest version: 2023-02-06

Terms and Conditions

Analytical Testing Services means that you provide samples to Universallab in a manner acceptable to the Platform and Universallab provides you with test results after testing them in accordance with your requirements. Dispute of Analytical Testing Service means that you do not understand the test results or feel that there is a problem with the test and need to communicate further to resolve the situation.

1. Transaction Dispute Handling

You have the right to choose one of the following methods to resolve disputes with the platform in the course of trading with Universallab:

- (1) independent negotiation with Universallab (Email: info@Universallab.org) ;
- (2) call the Universallab complaint hotline (+41 762172997) to settle the complaint;
- (3) request the consumer association or other mediation organisations established by law to mediate;
- (4) submit complaints to the relevant administrative departments;
- (5) according to the arbitration agreement with the other party to the dispute (if any), to the arbitration institution for arbitration;
- (6) Going to the court where the agreement was signed.

2. Experimental Results Do Not Meet Treatment Requirements

2.1 For the disputed test results, only the original samples will be retested using the original test method and the testing period will be recalculated from the date of the retest with documented feedback. If you switch to a new sample or change the test method, it will be considered as a new order and you will also have to pay the corresponding testing fees.

2.2 If the retest results and the initial test results are within the acceptable margin of error, you will also be required to pay the retest fee in the same amount as the original test item;

2.3 If the retest result and the initial test result are not within the acceptable range, we will waive the retest fee for the initial test, but will charge you for the retested item;

2.4 We will not accept a retest if:

- (1) the sample has been recalled by us;
 - (2) the original sample cannot be stored;
 - (3) the original sample has been used up;
 - (4) the original sample is too small to retest;
 - (5) the original sample has been destroyed beyond the storage period;
 - (6) the original sample or the component to be tested is unstable;
 - (7) the microbiological test and other items that cannot be retested.
- 2.5 If the test results are not the same as expected due to incomplete or unclear test requirements, we are not responsible for the test results and will charge you again if we need to repeat or retest the test

3. Dispute Resolution

You understand and agree that Universallab personnel may not be absolutely reliable in their expertise in the dispute resolution process. Therefore, except in cases of wilful misconduct or gross negligence, Universallab personnel shall not be responsible for any uncertified tests, experimental recommendations, or evaluations of scientific work provided by them.



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