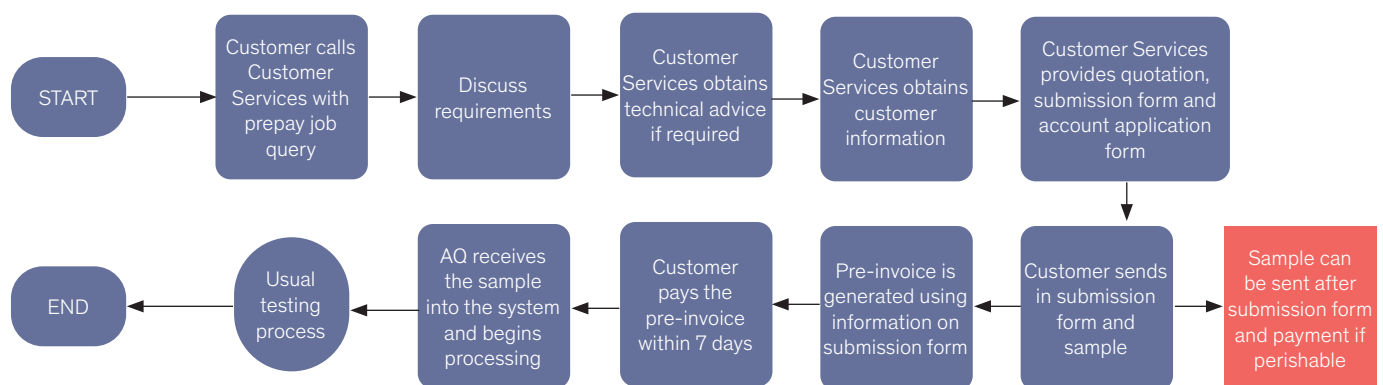


Prepay Customer Information

Thank you for your prepay enquiry. Most AsureQuality customers have an account with us. Because of the nature of our business, having an account relationship with our customers makes our food safety and quality services more safe and secure for the public.

We can occasionally conduct work for casual customers who wish to prepay, however this requires a higher level of administration. In these cases we require payment before samples are processed into the AQ Laboratories. Please see the below diagram for how this works.

Prepay Customer Process



Please note:

- A \$58 invoicing administration fee will apply to all pre-paid invoices.
- We cannot store samples on site unless we have your contact details in our system. Please call Customer Services on 0508 00 11 22 if you need to register your details.
- Upon receipt of your samples, we will store them for up to seven calendar days while we wait for your payment. After seven calendar days, the samples will be destroyed if we have not heard from you and have not received payment.
- Some samples require prompt commencement of testing due to their perishable nature. In these cases it may be best to contact the lab with your submission form prior to sending the samples, we can then arrange the pre-invoice and payment can be received by the time the samples arrive into the lab.
- Pre-payment methods accepted are bank transfer or credit card only.

Prepay customers can avoid the administration fee and delays before testing by opening an account.

Should you wish to apply for an account with us, please find the Credit Account Application form on our [website](#) or if you have any further questions, please phone Customer Services on 0508 00 11 22.