



Thank you for trusting us with your quality assurance and material testing needs. We have received your samples at our laboratory for material testing. We have given your samples a designated laboratory reference number. Our aim is to provide most accurate analysis and outstanding customer service.

To inquire about the status of your samples and/or test reports, we will prefer if you send us an email at **status@tceng.com** (email communication is preferred over telephone).

TCR Engineering Services Private Limited
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- As an ISO 17025, NABL and BIS accredited material testing laboratory, we take utmost care to ensure traceability of your sample as it moves within our Machining, Mechanical, Chemical, Corrosion, PMI, NDT and Failure Analysis departments.
- The samples received will undergo testing if the sent sample size meets our requirement. Should the sample size not meet our standard requirement, our customer service department will contact you.
- All samples sent to us must be accompanied by your test requisition letter. Please ensure that any internal purchase order number, heat number or any other internal identification number is clearly posted on this letter. Testing will be done in exact accordance to your test requisition letter. TCR will not assume any legal liability on the test results that are provided.
- Extra Surcharge of 50% is charged when samples are tested on a priority/rush/urgent basis.
- Once testing has started no further changes are permitted. Should you wish to add elements in your chemical analysis tests, please contact our customer service department. Do note that adding test parameters will incur in a delay in posting of your test results. We commence testing immediately upon receipt of your sample.
- It will be your (Client) responsibility to ensure that all third party stamps are clearly visible. If your sample requires any third party inspection, the same will need to be co-ordinated with the respective inspection agency. TCR has excellent relationships with TPI agencies like SGS, BV, TUV, EIL, Lloyds and others however in some cases an inspector may not be available on an urgent basis. We recommend, if you have urgent need for third party inspection to also call the desired inspection agency and request them to give a date for the inspection visit.
- Our aim is to present the most accurate data relating to the test results conducted on your sample. In some cases where results are in a "borderline" state, a "recheck" of the sample may be necessary. While you will not be charged for an internal recheck, this may result in a delay in completing the desired tests.
- Unless an established credit line is established with our Finance Department, the completed test certificates will be provided only on payment of all current and outstanding testing charges.
- Upon completion of the testing, the reports will be sent to you as described in your test requisition letter. Additional Charges for sending back the sample will be billed extra.
- Balance samples sent to our lab are stored for 3 months in case of Chemical Analysis and 1 month for mechanical testing following completion of the testing. Completed Test Certificates are stored in hard copy format for 3 years following completion of the test.
- Please send any complaints you have directly to Manager Customer Service at csvman@tceng.com

Thank You for your Business!