

**CUSTOMER REQUEST FORM FOR SAMPLE ANALYSIS**

Customer No .....

Title : Name + Surname .....

(Contact person) .....

Institution / Company .....

Physical Address .....

Town / City / Country .....

P O Box .....

Telephone number / Cell number .....

Fax Number .....

e-mail address .....

Address and location where sample was taken .....

Description of sample point .....

Type of water source: Borehole  Surface  Wastewater  Industrial effluent  Other  .....

Is the water treated ? (How?) .....

Number of persons serviced from the source .....

Date & time of sampling ..... : .....

Name of sampler .....

Date & time when sample was dispatched .....

Type of container used to store sample: Glass  Plastic  Other  Volume of sample (ml / L) .....

Sample storage during transport: Refrigerated  Room temperature  .....

Specific comments / request by client/customer? .....

Guideline to be used to evaluate results? .....

**GENERAL INFORMATION TO CUSTOMER:**

**ADDRESS:**

Scientific Services - Gammams Laboratory  
 Department Infrastructure, Water and Waste Management  
 City of Windhoek  
 Physical location: Gammams Water Care Works  
 Otjomuize Road, Windhoek, Namibia

P O Box 59, Windhoek, Namibia  
 Tel +264 61 2903400 / 2903450 / 2903458  
 Fax: +264 61 2903453  
 e-mail: jgm@windhoekcc.org.na

**DELIVERY OF SAMPLES**

- > Samples should preferably be submitted from Monday to Thursday between 08:00 and 16:00
- > Microbiological samples should be submitted in prescribed sterilized sample bottles, either glass or plastic.
- > For chemical analysis 2 liter of sample is required. A 2 liter well flushed bottle can be used
- > Sample bottles for chemical and microbiological analysis can be obtained from the Section Heads Analytical Services at the Gammams Laboratory, by prior arrangement. These are free of charge, upon signing of an analysis request.

**> A CUSTOMER REQUEST FORM FOR SAMPLE ANALYSIS [FSGEN] must be filled in before analyses of a sample will commence. Registered companies must provide an official company order.**

**FINANCES & REPORTS**

- > A quotation for water analyses can be requested from the laboratory.
- > All prices listed in the tariff list are for analysis of samples delivered to Scientific Services, Gammams Laboratory. Prices are inclusive of VAT.
- > Prices are applicable for water (potable water, borehole water, ground water, surface water, wastewater, industrial effluents, milk and dairy tests. If sample concentrations are outside the normal expected range and dilutions need to be carried out, an additional fee will be charged for sample preparation according to the tariff.
- > If samples need to be contracted out to other laboratories, consent by the customer needs to be given. See below.
- > Reports will be faxed or posted or E-mailed upon completion.
- > Payments must be made by cheque (ATTENTION: City of Windhoek), no cash will be accepted. Details are on the invoice.

**INDEMNITY**

**Scientific Services Division, City of Windhoek, will endeavor to perform a correct analysis, neither Scientific Services, City of Windhoek or any of the City of Windhoek's officials shall be liable for damages arising from loss or injury caused directly or indirectly by or contributed to by or arising from any inaccuracy of the analysis or the interpretation thereof.**

..... Sub contract samples .....

Signature of Customer / Client Date Signature for customer consent

**ADMINISTRATION**

..... : .....

Official receiving sample (user id + signature) Date & time when sample was received Amount of samples received

LIMS CODES \_\_\_\_\_

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