


Policy		
 LABORATORY ACCREDITATION BUREAU	Subject: Refund policy	No. 005
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PURPOSE

Define the refund policy when an existing client withdraws, at any time in the accreditation process.

SCOPE


This policy applies to all applicant and presently accredited laboratories.

POLICY STATEMENT

It is the policy of L-A-B to charge based on a “pay-as-you-go” approach.

- 1) The accreditation process begins upon receipt of the application and preparation and report charges. These fees cover the time for processing the application, assignment of the assessor, review of the documents of the applicant client and reporting results of that review by the assigned assessor.
- 2) The annual fee covers the administrative time for managing the client’s progress with the process for obtaining and maintaining the accreditation.
 - a. The initial annual fee payment is required in accordance with L-A-B’s Payment Policy, which is available to all on the L-A-B web site.
 - b. The annual fee in subsequent years is due upon the yearly anniversary dates of the accreditation.
- 3) All assessment charges as well as travel/living expenses are billed after the assessment has been conducted.

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Since charges to the client are invoiced on a “pay-as-you-go” basis, it is the policy of L-A-B **not** to refund any monies already paid in accordance with L-A-B’s policy and practice to invoice only upon completion of the accreditation effort.

All outstanding invoices will remain due upon receipt since these reflect charges for completion of services already rendered.

Only the Managing Director is permitted to make exceptions to this policy based on a written request, with justification, from the client.

POLICY REFERENCES

ISO/IEC 17011

L-A-B Quality Manual System

L-A-B Policy 004 Delays Caused by Applicant and Client

REVISION HISTORY

Revision Level	Revision Date	Revised By	Brief Description of Revision
Original	02/01/02	Robert Levine	Original Issue
Rev. 1	10/25/05	Linda Mumma	Updated to ISO/IEC 17011 reference

Approved by:  Date 10-25-05