



Supplemental service fee list

PROBLEMATIC SPECIMEN CHARGES

Insufficient specimen volume (QNS) ¹	\$10.00
Chain of Custody (COC) and/or specimen label errors ²	\$10.00
Product and/or supply shipping errors due to incorrect address provided	\$25.00
Specimen sent to RTL in error ³	\$100.00

ADDITIONAL SERVICES / SHORT SHIPMENT CHARGES

Specimen retrieval from storage ⁴	\$10.00
Short shipment less than five (5) specimens ⁵	\$25.00
Affidavits	\$100.00
Interpretations	\$100.00
STAT testing requests	\$100.00
Telephonic court testimony	\$250.00

1. QNS due to insufficient quantity collected or specimen leakage during transit due to improper sealing of specimen container.
2. Examples: No identification or test request provided on the specimen container, container sent with no label, incorrect account number used, etc.
3. RTL shipping material/label used in error. Shipping charges associated with return or forwarding also apply.
4. For follow up testing after original results have been sent.
5. Short shipment charges are applied when less than five (5) specimens are shipped via express overnight services (FedEx/UPS). To avoid charges for shipments less than five, use U.S. Mail services.

Additional resources available

View our important protocols, training resources, and more online:
redwoodtoxicology.com/support

Have Questions?

Please contact our Sales department via phone at 800.255.2159 option 3 or email us at sales@redwoodtoxicology.com