

True North Mobile Drug Testing

Client Service & Pricing Agreement

About Our Services

True North Mobile Drug Testing provides professional, on-site drug and alcohol testing services for employers requiring reliable and compliant testing solutions. Our services are designed to reduce downtime and support workplace safety.

Business Hours

Monday through Friday, 8:00am to 5:00pm. Services requested outside of standard business hours will be subject to after-hours fees and availability.

Services Offered

- DOT and Non-DOT Pre-Employment Urine Drug Collections
- Random DOT Drug Collection
- DOT Observed Collections
- Post-Accident DOT Testing
- DOT Return-to-Duty Testing
- On-Site Mobile Collections

Pricing Information

Minimum service fee: \$100 per visit

DOT and Non-DOT Per-Test Pricing

- DOT Collection plus Lab Coordination: \$100 per test
- Observed DOT Collection Fee: \$135 per test
- Non-DOT Collection plus Lab Coordination: \$85 per test

Travel Fees

- Zone 1 (Local Area), 0 to 20 miles: \$45
- Zone 2 (Extended Area), 21 to 40 miles: \$65
- Zone 3 (Outer Area), 41 to 60 miles: \$85
- Beyond 60 miles: quoted separately based on distance and time

After-Hours and Weekend Fees

- Additional \$45 added to applicable service fees

Monthly Employer Support Plan (Optional)

The Monthly Employer Support Plan is a \$125 per month subscription that provides priority service and program management. Per-test fees listed below are billed in addition to the monthly fee at the discounted member rate.

Monthly Plan Includes

- Priority scheduling during business hours

- Random testing program management
- Compliance coordination
- Testing reminders
- Specimen tracking support

Discounted Per-Test Rates for Monthly Plan Members

- DOT Collection: \$95 per test (in addition to monthly fee)
- Non-DOT Collection: \$80 per test (in addition to monthly fee)

Priority Scheduling Policy

Monthly Support Plan clients receive priority scheduling during standard business hours (Monday through Friday, 8:00am to 5:00pm). Services requested outside of standard business hours will be subject to after-hours fees and availability.

Specimen Delivery and Lab Coordination

True North Mobile Drug Testing will coordinate specimen delivery to certified laboratory facilities. Laboratory testing fees vary by panel and are billed directly to the Client by the laboratory unless otherwise agreed in writing. Estimated lab fees can be provided upon request prior to service.

Payment Terms

- Payment is due within 15 days of invoice date unless otherwise agreed in writing.
- Past-due balances accrue interest at 1.5% per month (18% APR) or the maximum rate permitted by law, whichever is less.
- Client agrees to reimburse True North Mobile Drug Testing for reasonable collection costs and attorney fees incurred in collecting overdue balances.
- Services may be suspended without notice for accounts more than 30 days past due.

Pricing Adjustments

Pricing is subject to change with 30 days written notice to the Client. Continued use of services after the effective date of any pricing change constitutes acceptance of the new pricing.

No-Show and Cancellation Policy

- Cancellations must be made at least 24 hours prior to the scheduled service time.
- Cancellations made with less than 24 hours notice may incur a \$50 cancellation fee.
- If the collector arrives on-site and testing cannot be completed due to client-related issues, the full service fee may apply.
- Repeated cancellations or no-shows may result in suspension of services.

Client Responsibilities

Client agrees to:

- Provide accurate employee information
- Ensure employees are available at scheduled testing times
- Provide a safe testing environment

- Notify the collector of cancellations promptly
- Make all employment-related decisions based on test results independently

Confidentiality

Both parties agree to handle all personally identifiable information, test results, and related records in a confidential manner. True North Mobile Drug Testing will release results only to the Client's designated representative or as required by law. The Client agrees to safeguard test results and use them only for lawful, employment-related purposes.

Limitation of Liability

True North Mobile Drug Testing's total liability for any claim arising out of or related to services provided under this Agreement shall not exceed the fees paid by the Client for the specific service giving rise to the claim. In no event shall True North Mobile Drug Testing be liable for indirect, incidental, consequential, special, or punitive damages, including lost profits or employment-related damages.

True North Mobile Drug Testing is not responsible for laboratory results, lab errors, or the accuracy of testing performed by third-party certified laboratories.

Indemnification

Client agrees to indemnify, defend, and hold harmless True North Mobile Drug Testing, its owners, employees, and agents from and against any claims, damages, losses, or expenses (including reasonable attorney fees) arising out of (a) the Client's employment decisions or actions taken in reliance on test results, (b) the Client's failure to comply with applicable laws or regulations, or (c) the Client's breach of this Agreement.

Term and Termination

This Agreement begins on the date of signature below and continues on a month-to-month basis until terminated. Either party may terminate this Agreement with 30 days written notice. Termination does not relieve the Client of the obligation to pay for services rendered prior to the effective date of termination.

Governing Law and Venue

This Agreement is governed by the laws of the State of Arizona, without regard to its conflict of laws principles. Any dispute arising out of or related to this Agreement shall be resolved exclusively in the state or federal courts located in Maricopa County, Arizona, and the parties consent to the jurisdiction of such courts.

Entire Agreement

This Agreement constitutes the entire understanding between the parties regarding the services described and supersedes all prior discussions or agreements. Any modifications must be in writing and signed by both parties. If any provision of this Agreement is found unenforceable, the remaining provisions shall remain in full force and effect.

Service Agreement Terms

By signing below, the Client agrees to the pricing, service conditions, and policies outlined in this document. True North Mobile Drug Testing agrees to provide professional services in accordance with industry standards and applicable regulations.

Authorization and Signatures

Client Company Name:

Authorized Representative Name:

Title: _____

Signature: _____

Date: _____

Service Provider: True North Mobile Drug Testing

Authorized Signature:

Date: _____