

SWEP FACT SHEET #7 ***Service Guarantees***



***Few Laboratories can match the service and support
provided by SWEP.
None match our Performance Guarantees.***

This Fact Sheet details our guarantees that ensure you get value for money.

***Soil testing is often called an “Investment” as the returns can be so great.
But how can you be sure to get what you pay for?***

SWEP sets a high standard for itself in terms of the Speed, Accuracy and the Reliability of its service. Our guarantees cover the three main concerns many people have with soil testing:

- ☞ Will I get the results back in time?
- ☞ Will the results be correct?
- ☞ Does soil balancing really work?

What we CANNOT Guarantee

Unfortunately, we cannot guarantee the quality of materials such as Lime and Fertiliser that may be available in your area and we cannot guarantee that the weather and other environmental factors will not work against you.

However, both SWEP and its agents will do whatever we can to help you achieve your intended objectives. And our ongoing research program ensures that you will always benefit from the best available knowledge relating to Australian soils and agriculture.

Will I get my results in Time?

For samples going directly to SWEP rather than forwarded by a SWEP Agent, we guarantee return of results in no more than 5 working days (or 7 working days for our Complete Soil Balance Analysis) from the date samples arrive at the laboratory.

For samples sent &/or returned through one of our agents, allow 14 working days.

Please let us know if you have special time requirements, as results can also be faxed or e-mailed as soon as they are available in the laboratory.

The only thing that could cause a delay is insufficient material in the sample. In this case we will contact you to make arrangements for a new sample.

If results from samples you send to us directly take more than 5 working days (or 7 working days for a Complete Soil Balance Analysis) from the receipt date, we will provide another standard test within 12 months FREE of charge.

NB. This guarantee does not apply to samples received from outside Australia, or those marked 'R&D'.

Will the results be correct?

SWEP maintains the highest possible quality control standards in the laboratory to ensure the test results are correct. Even so, it occasionally happens that an error appears on a report. Issuing new report quickly rectifies most of these.

In case of any other problems, SWEP retains all samples for one calendar month in case there is any need for a re-test.

If there is a problem in the results that cannot be fixed by issuing a re-printed report, we will re-analyse the stored samples within 1 calendar month of the issue date – FREE of charge.

Does soil balancing really work?

Yes, but making a proper assessment can take time. Of course soil balance can do nothing about drought, flood, frost, hail or any of the other uncontrollable problems that farmers face.

Although improvements may appear quickly you may need to assess things over a longer period. If you encounter any difficulties we will do our best to help you in assessing any changes, but:

If you apply our recommendations in full using good quality materials (making sure to allow at least six months between any Lime, Dolomite or Gypsum and subsequent fertiliser or trace element applications), then repeat the test 12 months after the applications and there is no significant soil balance improvement, (barring unforeseen circumstances such as those mentioned above), we will gladly refund the cost of the repeat tests.

(NB. This guarantee applies to our Complete Soil Balance Analysis ONLY. Also, to claim this guarantee you must be able to show that the recommendations were applied in full with good quality materials.)

If you have any questions relating to the SWEP guarantees, please feel free to contact us on (03 9701 6007, or email: services@swep.com.au)