



Ref. No. 22/FMBL/2021

Date: 28-6-2021

CASHIER RULES FOR REFUND-FREE OF CHARGE

1. Client paid for one service and sample is rejected by the laboratory, then laboratory is permissible to adjust the amount in next service or client has to bring the new sample if possible.
2. Client paid for one service (unintentionally selected wrong service) and want to change the service name before testing then money can be adjusted for the corrected service.
3. Client paid more money (unintentionally) then money can be adjusted.
4. If client paid for cube, but did not bring the sample within due date, money will **not be refund**.
5. Client paid for site visit, later client rejected the service and want to cancel the request, then money is **not refundable**.
6. Client paid for any test and report is also issued, later client denied the service result then money is **not refundable**.
7. Client paid for any service, and during testing some issue raise in site or sample on client side, then money is **not refundable**.
8. Client paid for site visit, and later technician found that site needs soil or trail pit, then that money will be adjusted into new request.
9. Money will be refunded in the same company that paid, their consultant or friends **can't claim that amount**.
10. All the above-mentioned money adjustable actions will be done **one time only**. Client can claim the balance within one year of payment date.
11. For any **free of charge service**, client has to provide valid **free of charge letter** with Fujairah Municipality director's signature

Prepared by:  
Building Lab Cashier  
Fujairah Municipality

