



UGANDA NATIONAL BUREAU OF STANDARDS

Operating Procedure

Document Title:

REQUEST FOR RETURN OF SAMPLES BY CLIENT

- 1. Purpose:** To guide clients on how to request for return of their samples.

- 2. Scope:** This procedure is applicable to products that have passed all test parameters.

- 3. Procedure**
 - 3.1** The client requesting for return of his/her samples back, shall write to the Executive Director UNBS through the Manager Testing Dept after the receipt of his test certificate.
 - 3.2** The request shall fully describe the sample and shall be accompanied by a photocopy of the respective passed test Certificate.
 - 3.3** Once the request is granted, the client shall receive his samples back.