

Pricing and Contract Policy - Commercial

Classification: Internal - DEMO / FICTIONAL. Synthetic policy for an Amazon Quick demonstration.

1. Discount authority (off list price)

Discount	Approver
Up to 10%	Account owner
10-18%	Regional sales manager
18-25%	Chief Commercial Officer
Above 25%	CEO + CFO (written business case required)

2. Government tenders

- Floor price: no bid below **direct cost + 15%** gross margin per test line.
- Any bid expected to land below 35% gross margin must be flagged to the CFO before submission.

3. Corporate Wellness contracts

- Minimum contract: 12 months, 300 employees.
- Target gross margin: 36%. Contracts between 28% and 36% need CCO approval and an upsell plan (for example add genetic or cardiac risk panels).

4. Service credits (linked to TAT SLA policy)

- If monthly routine TAT compliance for an account falls below 95%, the customer is entitled to a 3% credit on that month's routine test invoice.
- Credits above THB 500,000 per quarter for one account must be reported to the Executive Committee.

5. Renewals

- Renewal proposals for accounts above THB 20 million per year must be sent 90 days before expiry.
- Account owners must attach: service performance for the last 6 months, open complaints, and a retention offer.