

Frequently asked questions

1. Do we come to your premisses / residence?

Yes, we do come to your premisses / residence.

We also have an office available in Centurion, Pretoria.

We also have a solar mobile office vehicle available that we drive to your place and then we used vehicle to tests the members inside.

2. Do we work on Saturdays / Holidays?

We never close our office doors we are always available to assist our clients. Special arrangements should be made from the client's side prior to Holidays.

Weekends: We are available on Saturdays between 08:00 & 12:00. No Sundays.

3. How does the polygraph work?

We at Spot on have the newest available equipment LX4/6 that we use as instrument.

We have several different tracings for example the GSR, Pheumo, Blood pressure cough, PPG & Polygraph seat that we use on the member when we do the testing.

We use these tracings to give us the readings of the human body when certain relevant questions are put to the member tested.

4. Does any medicine have an influence on the results of the tests?

No, there is no medicine that has an influence on the outcome of the tests results.

5. Can a Pregnant Woman be tested?

Yes. we have tested a pregnant woman before obviously with their consent and preferable not pregnant more than six months.

6. Do we refund the clients' money?

Unfortunately, we do not refund any client, once clients cancel, they lose their time slots!

That once you book an examiner for example 5 tests, you do book a timeslot (1 hour) per person, total 5 hours. Once the member refuses or cancels we losses that timeslots and we could have booked another client in that same timeslot.

We do understand business and are reasonable and do give a credit note once arranged by client. (only agreed between both parties) If any client postpones the appointment another travelling fee will be added on the invoice.

7. Why do we charge consultation fee?

Please note that every case is different from one client to another. On the day of the booking the examiner will first sit down with you as the client and then discuss the facts of the case, during consultation all relevant case facts will be discussed. Consultation can sometimes take up a lot of time and could even takes sometimes between 30 minutes up to an hour. This is part of the proceedings, and every case is totally different.

8. Why is the infidelity tests & Sexual harassment cases more expensive?

Because every case is unique and needs to be dealt differently from our usual protocol. The consulting takes usually longer than normal cases and all relevant questions should be properly discussed and formulated before the start of the test.

9. How long does a Polygraph test procedure take?

Normally takes an hour per person! Depends on how much information is shared between examinee and examiner.

10. How long does the results take to come out?

At Spot on Polygraph, we ensure that results are sent by email the same night or next day before 08:00. We do understand that some clients are busy with CCMA OR IMMEDIATE cases that need to be treated urgently.

11. How far in advance do you need to make an appointment?

We do normally have an immediate slot open depending on the appointments and request of the clients on the day. Normally a client can book the next day. Bear in mind that we are 3 members that are part of Spot-on Polygraph and that normally there are always a slot open when needed. Please press on book appointment on the first page to see the immediate dates open on the calendar.

12. Do we attend CCMA cases?

Yes, we do attend CCMA cases on behalf of the clients. We can do a video call or personally attend the CCMA case, depending on the clients' needs. There is an hourly fee that we charge.

13. What time can we start, or can the clients book us?

We operate on the client's requests. If the client's needs us to start as early as 06:00 we will be there. Bear in mind with the high crime rate and traffic we do normally only start at 09:00 and prefer to finish at 17:00.

14. Where and how far do we travel to tests?

We go ALL over, we have some clients in do travel the whole Gauteng, Krugersdorp, Vereeniging, Nelspruit. We also have members in Polokwane, Cape Town, Durban, Gauteng, Johannesburg, Port Elizabeth. We also have done testing in Mozambique, Swaziland, Zambia, Mauritius.

15. How does the procedure work & what should you do as a client to start the appointment with us?

- Look on the first page of our website and press on the button that says, 'Get a quote'.
- Fill in a few lines and the form you filled in will automatically turn into a professional quote.
- When you fill in the quote you will receive a discount prize as a bonus for using the online procedure. (immediate payment done by clients- (Ad hoc clients))
- Once you have received the quote to your email (check spam box) you can proceed to next step!
- On the quote received in your email you can see on the quote that there is a quote number, (on the top right-hand side) and
- our banking details be in the middle of the page.
- Use the quote number when you make payment. (Unique quote number)

- Once payment is done from your side you can proceed and place a booking appointment with us see the first page of the website, press on 'book an appointment.
- Please email us the proof of payment to spotonpolygraphceo@gmail.com
- Or Phone our office at 0825452449 - we will be glad to assist.
- Please note if the client books an appointment first before payment was done the booking system will automatically delete the appointment.
- Once clients paid quote, our office will always send an Invoice accordingly.

16.How many polygraph tests can we do on one day?

An examiner can usually do 5/7 tests per day. If we are booked at one client, we can press to do 7 tests per day. Please consider we do not rush any tests and the end results is to use the polygraph tests to obtain accurate information.

Mission Statement

- **We will apply and provide a professional service to our customers.**
- We will dedicate ourselves individually to the code of ethics of The American Polygraph and Voice Stress Association.
- **We will conduct ourselves at all times as professionals placed in a unique position of private and the public trust.**
- We will respect and protect both the dignity and the civil rights of those with whom we have professional dealings.
- **We will maintain the highest standards of qualification, taking on no task for which we are not thoroughly prepared.**
- We will devote ourselves to the truth.

Please read our terms and conditions as agreement excepted by our clients:

<https://spotonpolygraph.co.za/about/terms-conditions>

Please click on the link below to see what our clients have to say about us:

<https://booking.setmore.com/scheduleappointment/e70278ce-8cf4-4bda-8925-593b1109b35d/reviews>