

ACCOUNT # _____

FOR THE INSTITUT FÜR HYGIENE USE ONLY

SHIP SAMPLES TO:

ACCUGENIX
c/o Institut für Hygiene
Universitätsklinikum Münster
Robert-Koch-Str. 41
48149 Münster GERMANY

Fon: +49.(0)251.83.55690
Fax: +49.(0)251.83.55688
Email: muensterlab@accugenix.com

CUSTOMER ACCOUNT INFORMATION

CONTACT INFORMATION

COMPANY	CONTACT NAME	TEL
ADDRESS		
POSTAL CODE	CITY / PROVINCE	COUNTRY

BILL TO

SAME AS CONTACT INFORMATION

CONTACT NAME	EMAIL ADDRESS	TEL
ADDRESS		
POSTAL CODE	CITY / PROVINCE	COUNTRY

PAYMENT INFORMATION

(TESTING WILL NOT BEGIN UNTIL VALID PAYMENT INFORMATION IS RECEIVED)

PURCHASE ORDER #
If using a PO#, send a signed copy via email to technicalsupport@accugenix.com, or fax to **+1.302.292.8468**.

CREDIT CARD (WE WILL CONTACT YOU FOR THIS INFORMATION)

DELIVERY OF ID REPORTS ON DUE DATE

VIA EMAIL - PROVIDE ALL APPLICABLE ADDRESS(ES)

VIA FAX - PROVIDE FAX NUMBER

DELIVERY OF REPORTS

Accugenix automatically emails 21 CFR Part 11 compliant reports on their due date. Printed reports available upon request. Fees may apply.

SAMPLE DISPOSITION

MUST CHOOSE ONE. Samples will be discarded 3 calendar weeks from sample due date.
 Discard Sample Return Sample (Customer FedEx # Required) Customer FedEx# _____

AUTHORIZATION

AUTHORIZED SIGNATURE (REQUIRED)	DATE
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PROTEOTYPIC BACTERIAL IDENTIFICATION

TEST CODES:

AccuPRO-ID-0
AccuPRO-ID-1
AccuPRO-ID-2
AccuPRO-ID-5
AccuPRO-ID-10

The number in each code refers to the desired turnaround time in business days from when the sample is received and meets the sample shipping requirements as stated in the Terms & Conditions.

Only bacterial samples can be submitted for proteotypic identification. For fungal samples, please contact technical support for assistance at +1.302.292.8888.

• For Direct Samples, both temperature and time are critical factors that will affect result. Samples should not be exposed to or stored at temperatures below room temperature. Ship samples at room temperature. **NO ICE PACKS!** To ensure that cultures are processed before reaching 72 hours old, the total time from sample inoculation to arrival at the Institut für Hygiene should not exceed 48 hours, otherwise a subculture will be required. (check below). **Record inoculation date and time information for each Direct Sample submitted.**

• Ethanol Extracted Samples are not time sensitive nor affected by temperature fluctuations.

When more than one colony type is present: ID DOMINANT COLONY ONLY ID ALL DISTINCT COLONY TYPES ID CIRCLED COLONY ONLY

LAB USE ONLY	CUSTOMER SAMPLE ID	DIRECT	DATE	TIME	EXTRACT	MARKETED PRODUCTS*	SUBCULTURE REQUIRED**	TEST CODE	COMMENTS
	1								
	2								
	3								
	4								
	5								
	6								
	7								
	8								
	9								
	10								

* Check only if sample is recovered from marketed product source.

** Only Direct Samples can be sub-cultured.

SAMPLE SUBMITTAL AND SHIPPING REQUIREMENTS

A completed AccuPRO-ID Proteotypic Bacterial Identification (ID) Request Form with authorized signature must accompany all samples shipped to the Institut für Hygiene. Payment/purchase order must be included or testing may be delayed.

Bacterial identification can only be performed with pure colonies. Customers may ship plates with more than one colony type, provided the colony (or colonies) to be identified is (are) well separated from other organisms. The organisms to be identified should be clearly marked and listed individually on the ID Request Form to ensure testing will not be delayed.

Shipping Requirements

“Direct” Sample - samples that are sent on plates as colonies. Direct Samples cannot be greater than 48 hours old and cannot have been stored/exposed to temperatures below room temperature (20°C); sub-culturing will be required if these conditions are not met. **Do not include Gel Packs/Ice Packs when shipping plates.** Please label each sample with date cultured.

“Extract” Sample - samples prepared in water/ethanol mix and shipped in microcentrifuge tubes. **Always prepare Extract Samples from fresh growth and from non-refrigerated plates.** Gel Packs/Ice Packs are not necessary when shipping Extract Samples in microcentrifuge tubes.

If samples are received at the Institut für Hygiene after 13:00 Central European Time (CET), TAT will begin the following business day.

FEES MAY APPLY TO THE FOLLOWING:

- Samples for which it is unknown whether the organism is a bacterium, mold or yeast
- Submitted samples that are cancelled by a customer after testing has begun may incur full charge for identification
- Customer samples retained beyond three (3) weeks

TAT (TURNAROUND TIME) REQUESTS

TAT is based on business days and begins on the day of receipt at the Institut für Hygiene. If, upon arrival, the ID Request Form is incorrect or incomplete, samples are mixed, contain no visible growth and/or require testing for clarification, the TAT will begin when isolated colonies, sufficient growth and/or additional information is received.

Results are issued by 18:30 Central European Time (CET) on the due date.

Samples submitted for Same Day turnaround time (TAT) require notification prior to their arrival; The Same Day test code is AccuPRO-ID-0. Please contact the Institut für Hygiene at +49.(0)251.83.55690 with the shipper and tracking number. Same Day TAT is available for samples received Monday through Friday. Same Day TAT samples must be shipped for arrival at the Institut für Hygiene by 8:30 Central European Time (CET). Accugenix does not guarantee results by 24:00 Central European Time (CET) for samples received later than 8:30 Central European Time (CET). Results for Same Day TAT samples received after 8:30 Central European Time (CET) will be sent as soon as available the next business day. Same Day TAT charge will apply.

MISCELLANEOUS

The Institut für Hygiene is a qualified sub-contractor of Accugenix operating under an approved Quality Agreement. Laboratory processing of samples will be performed by the Institut für Hygiene. Resulting sample data will be securely transferred from the Institut für Hygiene to Accugenix for analysis, review and reporting.

Accugenix sample retention policy is to hold customer samples for three (3) weeks post-result due date. Requests for longer retention should be made in writing to Technical Support at: technicalsupport@accugenix.com

Once samples arrive, processing is initiated based on requested TAT.

The Institut für Hygiene recognizes most major German holidays and will be closed. Please contact Technical Support with questions regarding holiday observances and resulting effect on TAT.

Accugenix pricing is subject to change without notice. Payment terms are net thirty (30) days.

Accugenix warrants that the services provided to Client shall conform to Accugenix's current testing specifications and with current Good Manufacturing Practices.

THE WARRANTY SET FORTH ABOVE IS IN LIEU OF ANY AND ALL OTHER REPRESENTATIONS OR WARRANTIES, EXPRESS, IMPLIED OR STATUTORY INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR FOR NON-INFRINGEMENT OF A PATENT, TRADEMARK OR OTHER INTELLECTUAL PROPERTY RIGHT.