

SAMPLE SUBMITTAL AND SHIPPING REQUIREMENTS

A completed AccuPRO-ID Proteotypic Bacterial Identification (ID) Request Form with authorized signature must accompany all samples shipped to Accugenix. 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 that 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 - are 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 - are 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.

Accugenix does not perform sterility testing. Failure to obtain a result does not indicate or imply sterility of sample.

If samples are received at Accugenix after 3:00PM Eastern Time (ET), turnaround time (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
- Samples that require isolation prior to testing
- 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
- Shipping of printed copies of reports
- Overnight shipping of printed copies of reports
- Samples that do not produce sequence data will be charged a processing fee

TAT (TURNAROUND TIME) REQUESTS

TAT is based on business days and begins on the day of receipt at Accugenix. 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. In addition, if “Direct” samples are more than 48 hours old, it will require a subculture. TAT for these samples will begin upon successful subculture.

Results are issued by 6:30 PM ET on the due date.

Samples submitted for Same-Day turnaround time (TAT) require notification prior to their arrival. Please contact Technical Support at 302.292.8888 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 Accugenix by 8:30 AM ET. Accugenix does not guarantee results by 5:00 PM ET for samples received later than 8:30 AM ET. Results for Same-Day TAT samples received after 8:30 AM ET will be sent as soon as available, however, no later than 12:00 PM ET the next business day. Same-Day TAT charge will apply.

Should a Saturday Same-Day TAT be required, please contact Technical Support by 3:00 PM ET on the Friday before to confirm availability to process your samples. Additional fees will apply.

MISCELLANEOUS

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.

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

Accugenix recognizes most major United States 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.