



Please email all completed SAMPLE SUBMISSION SHEETS to administrator@bioservices.co.za

If you have any questions, please call 082 561 4017

SAMPLE SUBMISSION FORM (Please complete all fields)

Company Name		Order Number	
Company Address		Number of Samples	
Primary Contact Name		Date of Submission	
E Mail Address		Date Delivered	
Telephone Number		Received By	

*A = Ambient (15-25°C), R = Refrigerate (2-8°C) F= Freeze (-20 – 0°C)

[illegible]

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[illegible]

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Name of Sample	Batch/Reference Number	Tests Required	Condition on Receipt	Storage Conditions*

Form-019, Ver 03

Bioservices CC166 Seilskip Street, Laser Park, Honeydew Ext 5, Roodepoort. Johannesburg, 2170

011 794 1509

VAT No : 4190290983

www.bioservices.co.za

SAMPLING INFORMATION

1. Please provide a suitable amount of sample to conduct tests. We will assist you with the amount you require.
2. Deliver the sample in a container that does not leak or spill. Use clean glass or plastic containers to prevent the possibility of contamination from the previous contents of used containers.
3. Where microbial analysis is required, please provide an additional sample (minimum 25g) in a separate container to prevent contamination during handling.
4. For oil samples, fill the bottle or container so there is minimal headspace. This will help the sample remain stable until the analysis is carried out. This is important for the analysis of peroxide values.
5. Samples will be stored for three months and then disposed of. If there is any inquiry with respect to the results or additional tests required, this must be requested in this three-month period. After three months the retained sample is deemed to be not suitable and discarded. Where results are repeated and the same results are obtained, the client will be charged again for the analysis. If different results are obtained, the charge is for the laboratory's account.
6. The client is responsible for safety, where relevant. The laboratory must be informed of any hazards associated with the sample(s) submitted and provide a safety data sheet (SDS).
7. The laboratory does not have the equipment or facilities to sample from bulk containers. The client is responsible for submitting a representative sample to the laboratory.

SAMPLING INFORMATION

8. All samples must arrive properly identified and with a service request. Analysis will not be started until full information is received. All samples must be marked with a batch number or clear identification. The report submitted by the laboratory to the client applies to that batch number only.
9. Only email addresses supplied by the client will receive the certificate of analysis. The client must nominate the primary recipient. All information supplied to Bioservices and by Bioservices to the client is held confidential. Information is only released to a third party with the written consent of the client or required by law to do so.
10. Reports may not be altered or amended by the client.
11. To make a finding about the analysis of a sample (pass/fail) the client must provide a previous certificate of analysis or a specification. If not available, the result will be reported with a finding.
12. Samples are analysed in numeric order as they are received. If a client has an urgent analysis and needs to jump ahead of the queue, a fee will be levied. This is so other clients are not inconvenienced.
13. Bioservices outsources some analysis to third party laboratories. The turnaround time for this type of analysis are much longer (3-4 weeks). Outsourced analysis will be indicated on the final test report.
14. Where available, analysis will be reported with the measured uncertainty (MU). MU is reported with a 95% level of confidence and with a covering factor of $k=2$.