**PRODUCT COMPLAINT FORM**

(ELISA kit)

**I. CONTACT INFOMATION**

|  |  |  |  |
| --- | --- | --- | --- |
| **NAME：** |  | **E-MAIL：** |  |
| **INSTITUTION:** |  | **ADDRESS：** |  |
| **TEL：** |  | **FAX：** |  |

**II. PRODUCT INFORMATION**

|  |  |  |  |
| --- | --- | --- | --- |
| **PRODUCT NAME：** |  | **ORDER DATE:** |  |
| **Cat. #：** |  | **DISTRIBUTION DATE:** |  |
| **Lot#：** |  | **RECEIVED DATE:** |  |

**III. CUSTOMER TEXT INFORMATION**

**1.TRANSPORTATION&STORAGE**

|  |  |  |  |
| --- | --- | --- | --- |
| **SHIPPING CONDITION:**  | 1. AMBIENT 2.ICE PACK 3.DRY ICE | **BIALS LEAKING:** | 1.YES 2. NO |
| **PACKAGE INTACT:**  | 1.YES 2. NO | **STORAGE:** | ℃ |

**2.Assay information:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Bring all reagents and samples to room temperature before use?**  |  | **Use fresh disposable pipette tips for each transfer to avoid contamination?** |  |
| **Is the concentration of the sample within the testing range of the kit?**  |  | **All samples should be disposed of in a manner that will inactivate viruses.** |  |
| **Are time and temperature of incubation strict accordance with the instruction given?** |  | **Whether to do any pre-experiment?** |  |
| **Is the washing enough? Is it of 4 to 5 times?** |  | **Strict control the straining time?** |  |

**IV. DETAILED INFORMATION**

**V .TESTING DATA**

Please fill in as much information as possible and email the form to tech@genasiabio.com.