

order - how to order:

Bioingentech information

◆ Headquarters

◆ **Address:** Salas 350, piso 2. Concepción - Chile

◆ **Phone:** (56) - 041 - 2790435

◆ **Mobile:** (56) -09-90802078

◆ **Postal Code:** 4070242

◆ **E-mail:** info@bioingentech.com

◆ **Site web:** www.bioingentech.com

◆ Branch office:

◆ **Address:** Bulnes 107 of 57. Santiago. Chile.

◆ **Phone 2:** (56)- 02 -26721417

◆ **Mobile:** (56) -09-90802078

◆ **codigo postal:** 8330532

◆ **Email:** info@bioingentech.com

Ordering informations:

◆ Following information is required in an order:

- ◆ Product names
- ◆ Catalogue numbers
- ◆ Amount
- ◆ Shipping address
- ◆ VAT number
- ◆ Contact person
- ◆ Telephone or cell number

Sending samples

◆ Liquid Samples:

Collect fresh whole blood samples in EDTA tubes (purple top), seal, then immediately invert several times to thoroughly mix the blood with the preservative material in the tube. Collect other liquid samples such as cerebrospinal fluid and lavage in plain tubes or similar leakproof, clean containers. Room temperature shipping is adequate.

Mailed PCR envelopes arrive at Bioingentech in Chile Mail transit time, usually no more than 3 business days. If you want faster or trackable transit for your samples, you may prefer to send the PCR envelope via your courier (eg ChileExpress).

We can provide dry cards (FTGen) for drying and sending blood, CSF or semen or other biological fluids to us in your own envelope, without refrigeration. Please, contact Bioingentech if you wish to send samples using dry cards.

◆ Solid Samples:

Place solid fecal samples, fecal/rectal/cloacal swabs, respiratory swabs, fresh tissue, and other nonliquid samples in individual, clean, labeled, sealed containers without transport medium, such as plain tubes or ziplock bags. Ship at normal room temperature the same day as collected if possible. If samples must be held for more than a few hours before shipping, refrigerate and ship within a few days with cold packs. Most swab samples may be shipped at normal room temperature if less than 4-5 days time is expected from origination at the animal source to the samples arrival at Bioingentech.

International sending samples

◆ Samples Via FTA Cards or FTGen:

Bioingentech can perform testing of blood and other liquids from dry cards (e.g: FTGen, FTA cards) , which we provide to our clients outside the Chile. Liquid samples are placed on the cards and dried. Carded samples remain stable for several weeks at room temperature, so handling requirements are less stringent, easing international sample shipping. You may prefer to send the PCR envelope via your courier (e.g.: FedEx, DHL,TNT,UPS).

Samples indentificacion and submission form:

Uniquely, clearly and permanently label each sample container with an ID of your choice. A completed Bioingentech submission form should be enclosed with every shipment.

Business Hours:

Bioingentech receives deliveries Monday-Saturday 9:00am - 13:00pm / 14:00pm - 19:00pm.

Site Shopping:

◆ Bioingentech Ltda.

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ORDER FORM

Client information:

Company or institution:

Contact name:

Phone Fax:

Email:

SHIPPING ADDRESS

Shipping address:

Shipping street address:

Shipping street address:

City:

State or province :

ZIP or postal code:

Country :

Assay information:

Test code or test name	Sample ID(s) and sample type(s) submitted for each test

(Attach additional pages as needed, or just attach your own list)

Comments, special instructions, relevant clinical info (symptoms, recent antibiotics, etc.)

(Attach additional pages as needed).