

SAMPLE SUBMISSION GUIDELINES

Our service agreement **requires** a completed [sample submission form](#) attached to your shipment and payment to start the service process. Non-compliance **will delay delivery**.

Samples that spoil or change characteristics **must not** be shipped to arrive Friday or Saturday.

Special conditions (non-compliance will **delay delivery** and may incur in **additional fees**):

- **New customers and customers outside the USA** require prepayment. Accepted forms of payment are: check (must clear before work starts), money order, wire transfer, or credit card (VISA/MasterCard).
- **Before sending samples from outside the USA** you must read the [notice about USDA Animal and Plant Health Inspection Service \(APHIS\)](#).
- **If your company issued a Purchase Order** include its number and attach a copy.
- **Special instructions** (sample preparation, brewing, etc.) must be specified for each sample next to the ordered analyses.
- **For results in units other than our standard** indicate on the submittal form.
- **Sample sizes required:** powder 50 grams; “fresh” product 100 grams; liquid 50 ml.

Additional charges and delays will apply for [sample submission form](#) omissions or errors such as, but not limited to, standard sample preparation (e.g. de-fatting, special brewing, composite, etc.), report re-formatting, unit conversion, and chromatograms.

For new accounts contact our Account Management at blservices@brunswicklabs.com.

RESULTS

The Certificate of Analysis (COA) will be sent electronically to email addresses listed on the [sample submission form](#) in the section of “Report Sent To” on completion.

SAMPLE RETENTION

Samples are retained for thirty (30) calendar days after analysis completion. Perishable samples are discarded immediately unless the client requests their storage in which case a fee will apply.

CONFIDENTIALITY

All work is strictly confidential and will only be released to those indicated in the [sample submission form](#). Information requested by any other parties will not be released.

CLIENT ASSISTANCE

We recommend sending your questions by email to blservices@brunswicklabs.com. We provide analytical results only and do not endorse, promote, or recommend any products.

A consulting charge will apply for atypical consultations.

PRICING & TURNAROUND TIME

- Normal turnaround time is 10 to 15 business days.
- Additional charges may apply for special handling. Contact us for further information.
- Requests for quotes should be directed to blservices@brunswicklabs.com.

LIABILITY

Services performed by Brunswick Labs are done without prejudice and to the best of our ability. Liability for any claim relating to services performed by Brunswick Labs will be limited to the amount invoiced for the analysis in question. The client agrees to indemnify and hold harmless Brunswick Labs for any/all claims relating to the services provided.

SERVICE FEES AND UPFRONT CHARGES

Reformat Reports (if not in the sample submission form , includes typos)	\$20 per report
Unit Conversion (if not in the sample submission form)	\$20 per report
Chromatograms (if not in the sample submission form)	\$20 per chromatogram
Raw Data Points (if not in the sample submission form)	\$20 per report
De-fatting	\$25 per sample
Special Grinding	\$5 per sample
Scientific/Technical/Marketing Consulting	\$100 one hour minimum, \$25 every fifteen minutes
Archive Retrieval (last three years)	\$25 per request per report

USDA Animal and Plant Health Inspection Service (APHIS)

Brunswick Laboratories, Inc. is required to comply with USA law including USDA regulations regarding importation of animal and plant products. We are prohibited from accepting animal products, pests, and noxious weeds, as defined by APHIS.

- Send a list of ingredients of the samples you plan to ship to blservices@brunswicklabs.com.
- Do not send samples that do not comply with USA law.
- Learn from the following sites before shipping samples:
 APHIS: <http://www.aphis.usda.gov/>
 APHIS Import Export: <http://www.aphis.usda.gov/wps/portal/aphis/ourfocus/importexport>