

Terms and conditions for preservation service at Thailand Bioresource Center (TBRC)

1. The customer is required to submit a service form to TBRC or contact TBRC prior to sending any microorganism. After TBRC approves the request, the customer will be informed to send microorganisms.

2. **Acceptable microorganisms**
 - 2.1. TBRC accepts most groups of bacteria, yeasts and filamentous fungi classified in Risk Group 1 or 2. Only microorganisms classified in Risk Group 1 from overseas are accepted.
 - 2.2. TBRC accepts microorganisms that are known to survive long-term preservation using liquid-drying or freezing methods.

3. **Handling of microorganisms at TBRC**
 - 3.1. After observation of strain purity by unaided eyes, microorganisms will be preserved according to customer's requests. Microorganisms sent to TBRC in liquid-dried or freeze-dried ampoules will be cultivated on media recommended or sent by the customer. Service fee will be applied for cultivation of microorganisms from liquid-dried or freeze-dried ampoules.
 - 3.2. If microorganisms received from customers appeared contaminated after visual observation by unaided eyes, the customers will be asked to resend the microorganisms or strain purification service can be requested at an extra charge.
 - 3.3. Liquid-drying service takes approximately 1-2 weeks depending on growth and readiness of microorganisms received. Accelerated storage test takes 2-3 additional weeks for bacteria while it takes 5-6 additional weeks for filamentous fungi and yeasts.
 - 3.4. Preparation of microorganisms to be stored in freezing storage takes 1-2 days. TBRC does not perform viability and purity tests for microorganisms prepared to be stored in frozen condition.
 - 3.5. Original cultures will be discarded after finishing wet laboratory processes.

4. **Shipment of preserved/prepared microorganisms to customers**
 - 4.1. Preserved/prepared microorganisms will be sent to the customer after TBRC receives a full payment. To expedite the process, the customer should confirm the request by sending back the signed quotation immediately after receipt. TBRC only issues an invoice after receiving the signed quotation. Please inform TBRC if purchase order (PO) is required by the customer's organization. Preserved/prepared microorganisms will be discarded if the customer fails to comply with payment terms.

4.2. Liquid-dried microorganisms will be sent back to the customer by post (EMS). TBRC should be informed in advance if the customer prefers to collect preserved microorganisms at TBRC. For microorganisms to be stored in freezing storage, the customer is responsible for preparation of a container for transport and collection of the prepared microorganisms at TBRC. During transportation, microorganisms should be maintained at -70°C to -80°C . TBRC is not responsible for any damage or loss of viability of the prepared microorganisms.

5. Disclaimer

- 5.1. TBRC shall reserve the right to decide whether to accept or reject requests.
- 5.2. The customer shall provide payment as indicated in the invoice. The bank transfer fee shall be paid by the customer.
- 5.3. The customer is responsible for any charges occurring from shipment of microorganisms to TBRC.
- 5.4. In the case that contamination is not detected by visual observation by unaided eyes and only found out after preservation process, full service payment will be charged by TBRC.
- 5.5. TBRC shall reserve the right to terminate the service and give no refund if the customer does not response to notification from TBRC accordingly.