

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

### 1. The customer is required to submit a service form together with the sample.

If the customer wants to proceed to identification service, the customer must complete and make payment for the isolation service before submitting a request for identification service.

### 2. Acceptable samples

2.1. TBRC only accepts samples from which bacteria, yeasts or filamentous fungi need to be isolated according to the protocols and conditions stated in the service form.

2.2. TBRC does not accept sample of patient or diseased animal origins. Fresh mushrooms in the genera **Agaricus** and **Boletus** or samples that easily degenerate are not accepted as contamination with undesirable microorganisms usually occurs.

2.3. TBRC does not accept samples from overseas.

### 3. Service and report schedule

3.1. Please contact TBRC to arrange the shipment of samples. Isolation result will be sent to the customer within 15 days for bacteria and yeasts and 30 days for filamentous fungi and actinomycetes.

3.2. Report will be sent to the customer after TBRC receives a full payment. Please inform TBRC if purchase order (PO) is required by the customer's organization.

### 4. Handling of samples at TBRC

4.1. After observation by unaided eyes, acceptable samples will be processed according to customer's requests. Rejected samples will be discarded in 7 working days after TBRC informs the customer.

4.2. Original samples will be discarded after finishing wet laboratory processes.

4.3. After isolation process, TBRC will inform the customer to submit a request for identification service and/or collect isolated microorganisms. TBRC will discard the isolated microorganisms if TBRC receive no response from the customer in 7 working days.

### 5. Handling of analyzed results

TBRC stores analyzed results 1 year from the service request date. In case of loss of report, the customer can request a copy of the report without service fee.

## 6. Disclaimer

- 6.1. TBRC shall reserve the right to decide whether to accept or reject samples.
- 6.2. The results obtained from the service are for the test specimens and specified conditions only and cannot be used to certify goods not tested. The National Center for Genetic Engineering and Biotechnology (BIOTEC) will not take any responsibility for any consequence or damage which may result from information obtained from the service. Please note that BIOTEC is not a certification body. Use of the center name or symbol (logo) in any case without written permission from BIOTEC is prohibited.
- 6.3. The customer shall provide payment as indicated in the invoice. The bank transfer fee shall be paid by the customer.
- 6.4. The customer is responsible for any charges occurring from shipment of samples to TBRC.
- 6.5. TBRC shall reserve the right to terminate the service and give no refund if the customer does not response to notification from TBRC accordingly.