

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

1. The customer is required to submit a service form together with the sample.
2. Acceptable samples
 - 2.1. TBRC accepts pure isolates of most groups of bacteria, yeasts and filamentous fungi for molecular identification (DNA sequence analysis) and only accepts pure isolate of bacteria and yeasts for MALDI-TOF identification.
 - 2.2. TBRC does not accept isolates of patient or diseased animal origins. TBRC does not accept isolates of diseased plant origins from overseas.
 - 2.3. If strains received from customers appeared contaminated after observation by unaided eyes, the customer will be asked to resend the strains or strain purification service can be requested at an extra charge.
3. Service and report schedule
 - 3.1. Pure isolates for identification should reach TBRC during the 1st–7th day of the month. Isolates that are not ready to be analyzed after receipt and required further processing that delay the start of the identification service will be processed together with isolates received a month later.
 - 3.1.1. Molecular identification results of pure isolates of bacteria and yeasts received on the 1st–7th day of the month will be finished within the 7th day of the following month while pure isolates of filamentous fungi will be finished within the 7th day of 2 months later.
 - 3.1.2. MALDI-TOF identification results of pure isolates of bacteria and yeasts received on the 1st–7th day of the month will be finished within 15th day of the month.
 - 3.2. The customer could request a priority service at an extra charge. Priority service is only available for bacteria (except actinomycetes) and yeasts.
 - 3.2.1. Molecular identification report will be sent to the customer approximately 14 days after pure isolates reach TBRC.
 - 3.2.2. MALDI-TOF identification report will be sent to the customer approximately 1 day after TBRC obtains pure and fully active isolates (1-day old for fast growing strains and 2-3-day old for slow growing strains).
 - 3.3. 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.

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. Some microorganisms may not be identified to species or genus level using methods offered and/or database currently available. Molecular identification results will be reported at the higher taxon affiliation as accurately as possible based on result obtained and sequence database available at the date of report. MALDI-TOF results will be reported as unidentified species.
- 6.4. The customer shall provide payment as indicated in the invoice. The bank transfer fee shall be paid by the customer.
- 6.5. The customer is responsible for any charges occurring from shipment of samples to TBRC.
- 6.6. In the case that identification result cannot be reported due to sample contamination (that was not detected by observation by unaided eyes and only found out after analysis), full service payment will be charged by TBRC.
- 6.7. TBRC shall reserve the right to terminate the service and give no refund if the customer does not response to notification from TBRC accordingly.