



Sample Acceptance Policy

Scientific Methods appreciates and values your business. Providing the best services with high quality standards is our goal. To ensure your samples meet the NELAC standards, we are sending you this letter to assist you in your sampling to ensure that we can accept your samples and analyze them within the required holding times.

Please contact us by phone (574-277-4078) or by email (customer.service@scientificmethods.com) if you have any questions.

Acceptance criteria:

1. Be sure your sample container is properly filled with complete documentation including: date and time of collection, collector's name, preservation type if applicable, sample type and any special remarks concerning the sample (please see chain of custody).
2. Proper sample labeling must include unique identification or sampling location written on a water resistant label or on the sample collection container with a permanent marker.
3. Please only use the sample containers we provided. If you wish to use your own containers, please call us to ensure you use appropriate sample containers.
4. Please adhere to the holding times and temperatures described in the sample collection sheet. For each 10 L cubitainer, please use enough blue ice to ensure the temperature remains below 20°C. The sample must arrive at the lab within 96 hours. *E. coli* samples must be received at a temperature below 10°C within 30 hours. Please refrigerate the sample for a couple hours before shipping it and freeze the ice packs for 24 hours before use.
5. The volume required for *E. coli* testing is 100 mL and a minimum of 9.5 L is required for Method 1623 Cryptosporidium and Giardia testing. Make sure to fill up the cubitainer and tape the cap to the cubitainer (electrical tape works best) to prevent sample water leakage during transportation.
6. Please fill out the Chain-of-Custody form clearly and be sure to sign your name.
7. If samples are not for a compliance regulation, sample processing and qualification of any data that does not meet the above requirements can be requested by you. However, a written request by email or a verbal request is required. The date, time, and who authorizes the request must be included.

Scientific Methods will reject samples which exceed holding times, show signs of damage, contamination, inadequate preservation, or insufficient volume. We will notify you if a resample is needed. Fees will be applied for re-collecting the sample if you do not follow this guideline.