

# Sample Submission Guidelines

Our primary aim is to help you submit samples compliantly, providing you with the best possible service, whilst meeting all current legislative requirements and ensuring the safety of our staff and couriers.

If you have any questions regarding your submissions, please call us on +44 (0)20 8977 750 or email [info@butterworth-labs.co.uk](mailto:info@butterworth-labs.co.uk)

## Packaging Your Samples

- ♥ Samples should be appropriately packed and labelled in compliance with current legislation and appropriate to any associated hazards to ensure a compliant, safe and speedy processing on receipt at our laboratory.
- ♥ Please send your samples in individual containers, labelled with a unique sample reference.
- ♥ Write on the labels all references that you wish to be displayed on the Certificate of Analysis.
- ♥ The references will be checked against the paperwork supplied, so please review for accuracy before sending as any discrepancies will need to be queried and may cause a delay in receiving your results.
- ♥ If one sample consists of multiple containers, this should be clearly indicated on both the sample containers and paperwork.

## Required Paperwork

- ♥ All samples must be accompanied by a completed Sample Submission Form – you can use our handy online form or use one of our downloadable forms.
- ♥ If you require a quotation, please request one [Link to Quotations] from our Quotations Team.
- ♥ We will require a copy of your Purchase Order before your results can be released. To avoid any delay, please email a copy of your purchase order to [accounts@butterworth-labs.co.uk](mailto:accounts@butterworth-labs.co.uk)

## Shipping Your Samples

When using our Online Sample Submission Form, you can print the completed form and it folds into a pre-printed address label that contains all essential information that we need.

If you are providing the manually completed forms, please use the following guidelines to ensure that your samples are received and processed correctly:

- ♥ Ensure your samples are securely packed, complete with protective packaging and/or adsorbent material.
- ♥ The **outside** of the package should clearly display a MSDS or SDS. If none are available, you will be offered the option to complete one when using our Online Sample Submission Form. Alternatively, you can manually complete our Safety Questionnaire.
- ♥ If you need us to store your samples under refrigerated or frozen conditions on receipt, this should be clearly indicated on the paperwork and **outside** of the package.

We accept deliveries between 9am and 5pm. Outside of these hours, trained members of staff will not be available to receive your samples.

Please address your package to:

Laboratory Support  
BUTTERWORTH LABORATORIES  
54-56 Waldegrave Road  
Teddington  
TW11 8NY

