

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 [**labsupport@butterworth-labs.co.uk**](mailto:labsupport@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 the paperwork.

**Required Paperwork**

* All samples must be accompanied by a completed [Sample Submission Form](https://www.butterworth-labs.co.uk/sample-submission/) and an MSDS, SDS or completed [Safety Questionnaire](https://www.butterworth-labs.co.uk/view-pdf/?url=https://www.butterworth-labs.co.uk/wp-content/uploads/2020/05/Downloads-MSDQ.pdf) (MSDQ).
* An MSDS, SDS or completed Safety questionnaire is required for a COSHH assessment, which has to be performed before the samples can be analysed.
* If you require a quotation, please complete our online [Quotation Request](https://www.butterworth-labs.co.uk/quotation-request/) form to send a request to our Quotations Team.
* We will require a copy of your Purchase

Order before your results can be released. To avoid any delays, please email a copy of your purchase order to

[**accounts@butterworth-labs.co.uk**](mailto:accounts@butterworth-labs.co.uk)

**Shipping Your Samples**

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 an MSDS, SDS or completed MSDQ.
* If you need us to store your samples under refrigerated or frozen conditions on receipt, this should be clearly indicated on the paperwork and on the ***outside*** of the package.
* If sample storage information is not supplied we will store the samples under the condition in which they were received.

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

For further guidance on submitting samples from outside of the UK, please see the [Sending Samples to Butterworth from Outside the UK](https://www.butterworth-labs.co.uk/view-pdf/?url=https://www.butterworth-labs.co.uk/wp-content/uploads/2020/12/Sending-Samples-to-Butterworth-from-Outside-the-UK-Information-Sheet.pdf) information sheet.

Please address your package to:

Laboratory Support

Butterworth Laboratories Ltd

54-56 Waldegrave Road

Teddington

TW11 8NY





Sample Submission Form

**Please note that any missing or incorrect information may delay the processing of your samples**

|  |  |
| --- | --- |
| **Company Name1:** | |
| **Contact Name1:** | **Telephone:** |
| **Address1:** | **Email2:** |
|  |
|  | **Quote Reference:** |
|  | **Purchase Order No.:** |
| **Turnaround Time\*:** Standard  5 Day  3 Day | **Do you require the analysis to be GMP3 compliant?** Yes  No |
| Other: \_\_\_\_\_\_\_\_\_\_\_ | **Signed:** |
| Or, date results required by: \_/ \_\_ /20\_\_ |

\*Standard turnaround time is nominally 10 working days from the receipt of the sample(s) and all information required for analysis. Shorter turnaround times and specific deadlines must be agreed in advance and are subject to a surcharge.

|  |
| --- |
| **Safe Handling:** Please indicate which safety document you have provided: MSDS/SDS  MSDQ  Other |
| **Storage Conditions:** Ambient  Refrigerated  Frozen  Other (Please specify): |

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| --- | --- | --- |
| **Material Name:** | | |
| **Is this material a Pharmaceutical Finished Drug Product?** Yes :  No: | | |
| **BLL Reference**  **(Internal Use Only)** | **Client Sample Reference(s)** | **Analysis Requirements (Tests/Methods)** |
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| If you need additional space, please use the table on the reverse of this sheet | | |
| **Any Other Relevant Information (Specification Limits/Expected Levels etc.):** | | |
| **Please tick if you require any remaining sample(s) to be returned after analysis:**  (Please note that there will be a surcharge for this service) | | |

**Notes:**

1 These will be the Company name, address and contact name stated on the Certificate of Analysis.

2 The Certificate of Analysis will be emailed to the address(es) given here.

3 Good Manufacturing Practice. By selecting yes, you authorise BLL to perform an investigation if out of specification (OOS) results are obtained. Additional charges may apply.

Additional Samples

|  |  |  |
| --- | --- | --- |
| **BLL Reference**  **(Internal Use Only)** | **Client Sample Reference(s)** | **Analysis Requirements (Tests/Methods)** |
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