Claim Form for Cell Lines

Thank you for contacting abm. It has come to our attention that the cell line you purchased from us did not work to your expectations. In order for us to solve this case to your complete satisfaction, please fill out the questionnaire below and submit along with all other relevant data attached to technical@abmgood.com.
**Please open this form with Adobe Acrobat, Adobe Professional, FoxIt or some other alternatives in order for the save function to be available. Adobe Reader does not support the save function.*

Order Information

Cat. #		**Lot. #**		**Invoice #**	
Date Received		**Date Delivered**		**Claim Date**	
Product Description					

Customer information

Name		**Telephone**	
Company/ Institution			

Product usage details and descriptions

Purpose	
Storage Conditions	
Method Description	

Claim Form for Cell Lines

Product usage details and descriptions (continued)

Results and Data	
Description of Problem	

Delivery and Storage Details

Please provide as detailed information as possible for the following questions below:

1. How long was the vial in Transit?
2. Lot. # of reagents used (if from **abm**)?
3. What form was the vial when you received it (for example, frozen on dry ice)?
4. How was the frozen vial stored after you received it (for example, what temperature and how long)?

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Troubleshooting

1. Is it the first time that you work with our cells? Yes/No
2. If no, with which cell type?
3. How was the frozen vial thawed and processed? Please include all steps, including centrifuge speed in Xg if the cryopreservative was removed.
4. What is the complete medium formulation you are using? Please include all supplements (including antibiotics) you added and the final concentration and the manufacturer and catalogue number for the basal medium you are using.
5. Is the serum heat inactivated?
6. Was coated plates used? If yes, what substrate?
7. What volume was used to seed the cells? What vessel was used (type, size and number)?
8. What are the culture conditions (temperature and CO2)?
9. Have the cells been sub-cultured? If so, what was the confluency of the cells and how did you subculture them (provide all details).
10. How long have the cells been in culture?
11. Have you refreshed the medium in the culture; if so, how often?
12. Were there floating cells; if yes, did you keep or discard them?
13. How many cells (in %) were floating after 24 hours?
14. Did you re-freeze the cells? If yes, how did you freeze them.
15. How did you determine viability?
16. Did the medium change color?
17. What do the cells look like? (Please provide images)

Thank you in advance for your assistance. Please email this form and all relevant data to technical@abmgood.com. If you have further inquiries or concerns feel free to email us at technical@abmgood.com.