

Guidelines Related to Sending Samples for Testing

A) Each sample should be packaged in re-sealable zip-locked plastic bags, and then placed inside a second plastic bag and assigned a clear unique ID. We will use your sample ID# when we report test results to you.

B) If possible, choose about 5 good-sized leaves or stems showing symptoms. If there are no symptoms present, choose the newest fully unfolded leaves on the plant. When making a composite sample from various plants, do not composite more than 10 leaves into a single sample. If you are sending a tissue culture, it should be at least 2 inches high.

C) Please collect samples as close as possible to the time you will be sending them. If you need to take samples before the day you send them, store the samples in the refrigerator. Do not freeze samples or allow them to get wet.

D) Please pack the bagged samples in a cardboard box. Do not pack samples with ice or wet paper towels. Ice packs can crush samples in shipment. Wet paper towels stimulate tissue decay, impairing recovery of some pathogens. Do not include soil, insects, or other materials.

II. When sending tissue culture tubes or vessels, please place each tube/vessel in a separate plastic bag.

III. Please include the following information along with your samples:

- ✓ Your full name, address, and telephone/fax numbers
- ✓ Type of sample
- ✓ Tests or screens ordered
- ✓ Whether you would like us to email the results or you need a printed hard copy of results.
- ✓ Your e-mail address if you would like to receive results by e-mail

IV. If you wish, you can also email us pictures of all the samples with sample ID #. The best is to use any smartphone which can send email easily.

V. It is very important that you include all of this information with your samples or any other specific information you want to provide. If we receive your samples without adequate information, your testing will be delayed.

VI. If you have any questions about the shipping, packaging, or sample collection procedures, please contact us at telephone: 1800-3000-8822 or email at: info@arshbiotech.com during 9.30 AM to 6.30 PM on all working days.

Terms and Conditions

1. Plant samples submitted to Arsh Biotech will be analyzed for the presence of pathogens using diagnostic technologies stated in Proforma Invoice.
2. Client understands that the sample source and condition can affect the outcome of these analyses. Client agrees to submit a sample that is representative of its original source and was collected according to the sample collection guidelines appropriate for the given disease or diseases the sample is to be tested for. Condition and correct labeling of the sample is the sole responsibility of the client.
3. Client acknowledges that plant pathogens can be unevenly distributed in a given plant and therefore a negative test result does not guarantee that the plant is free of that disease agent.
4. Client shall pay Arsh Biotech within agreed payment term otherwise Late fee charges may be applied to invoices past after agreed date.
5. Client agrees to the Terms and Conditions set forth above. Client acknowledges that Arsh Biotech does not express any warranty for the testing services other than stated above and that Arsh Biotech is not liable by reason of its performance under this agreement for any loss of profits, claims, or damages occurred to the client, other person, or a third party. Client agrees that the liability of Arsh Biotech does not exceed the total amount paid for the analysis.
6. All customer relations including communications, plant materials and reports are strictly confidential and will not be released to third party unless stated so by the client or required by the law.
7. Client agrees that Arsh Biotech has right to use submitted samples for research and development purposes.

Payment information

Payments can be made online at www.arshbiotech.com or directly to our bank account or through a cheque. The details can be obtained from the finance department by contacting at finance@arshbiotech.com or calling at 1800-3000-8822 Toll Free.

Ordering Information

To place an order or for any technical query or product information, please feel free to contact us by phone, mail, e-mail or fax:

Arsh Biotech Pvt. Ltd.
308, Aggarwal City Mall,
Road No.44, Pitampura,
Delhi-110034, India

Toll Free: 1800-3000-8822
Mobile: +91-98105-21400
Web: www.arshbiotech.com
Email: info@arshbiotech.com

Please specify:

1. Catalogue number, description and quantity.
2. Delivery address for the report and clear shipping address information.
3. Contact name, title, organisation, phone number, fax and email.
4. Please let us know in advance for any special requirements or custom testing services.

Sample pick up service is available.



CE Certified



ISO 9001



ISO 13485



ISO 14001



OHSAS 18001