

This guideline will help to ensure that your samples reach PrimusLabs in a timely manner and in the appropriate condition for proper analysis.

Comments:

- It is preferred that you contact us (see below) before shipping the sample in order to determine if we can perform the requested analysis and the associated costs.
- Please include a sample request form (or letter) which includes what tests you would like to have performed including the names of the pesticides or microorganisms
- **Always include a contact name and phone number** so that the laboratory may contact you with any questions.

PROCEDURE

1. Place the sampled product in a new polyethylene plastic bag (a zip-lock type bag is acceptable for smaller samples) and seal the bag.
2. Place the sample into a shipping container that will protect the sample from damage and maintain its temperature (a hard plastic cooler, foam cooler in a box, etc.) during shipping.
3. Place sufficient ice packs in the shipping container to keep the sample cool during shipping.* Gel ice packs also known as "Blue Ice" are preferred. Do not use dry ice or traditional ice when shipping microbiological samples.
4. Ship the sample to the appropriate PrimusLabs facility as directed by PrimusLabs personnel via overnight delivery. **Note:** If shipping samples out on Friday, be sure to select Saturday delivery or the sample will not arrive until Monday and may be unfit for testing.

*Importance of Blue Ice:

PrimusLabs' protocol for temperature requires a reading of 10°C (50°F) upon the arrival of samples. The reason for this requirement is that the elevated temperatures may encourage growth of non-target organisms or cause a die off of the microorganisms, which may result in false negatives or inaccurate counts. If samples are received over this temperature, the client is contacted regarding whether to proceed, which may cause delays in sample processing and result reporting.

Contact Information	Email Address	
Supplies	SupplyRequest@PrimusLabs.com	
Customer Service	DispatchGroup@PrimusLabs.com	
Analyses Available, Price Quotes	Sales@PrimusLabs.com	Or contact us online at www.PrimusLabs.com
Technical Questions (Microbiology)	Microbiologists@PrimusLabs.com	
Technical Questions (Pesticide Residue)	ChemistsGroup@PrimusLabs.com	

Shipping Information:			
Santa Maria, CA (HQ)	Salinas, CA	Yuma, AZ	Lakeland, FL
PrimusLabs Attn: Samples Receiving 2810 Industrial Parkway Santa Maria, CA 93455 V 805.922.0055	PrimusLabs Attn: Samples Receiving 635 Sanborn Place, Ste 18 Salinas, CA 93901 V 831.424.7488	PrimusLabs Attn: Samples Receiving 7102 E. 30th St., Ste 105 Yuma, AZ 85365 V 928.726.9883	PrimusLabs Attn: Samples Receiving 2525 Drane Field Rd, Ste 23 Lakeland, FL 33811 V 863.337-6300