

INFORMATION ABOUT THE DISTRIBUTOR

Date

Distributor

Country

Contact Name

Fax No.

Address

Tel. No.

E-mail

INFORMATION ABOUT THE PRODUCT

Product Reference

Lot Number

Manufacturer/Product Name

Expiration Date

Kits

Date Testing

INFORMATION ABOUT THE CUSTOMER

Customer (End user)

Contact Name

E-mail

Telephone

SUMMARY REPORT

REQUIRED INFORMATION

- Date the kit(s) was/were received by the distributor?
- Date the product was received by the end-user?
- Storage condition of the kit upon arrival?
- Date the product was opened?
- Has the kit been damaged in any way upon receipt?
- Is the customer experienced with this product?
- Was the problem encountered during 1st use?
- Does the customer have samples and kit available for testing?
- Are still kits at the customer's site or distributor's site?

If the sample in question is not available, further testing at AESKU® is not possible!

- | | | |
|-----------------------------|--------|-----------------------|
| How was the kit performed? | Manual | Automated |
| Instrument Type | | Protocol / Assay File |
| Temperature during test run | °C | |

RESULTS DATA

Print-outs of the analysis with curve, controls, cut-off, and samples or raw data file.

Please enclose a copy or attach file.

Please upload to our AESKU® cloud system (Seafile). *(If you do not have access, please contact AESKU® customer support to receive your personalized access data.)*

Any complementary findings available (IFA, Blot, EIA...)

CUSTOMER OBSERVATIONS

ACTIONS TAKEN BY DISTRIBUTOR

Result of visits and investigation at customers site – including results original.

Further action from AESKU [®] at a higher level necessary:	yes	no
Request for further assistance:	yes	no
Provision of information only:	yes	no
Analyzer problem suspected:	yes	no

ACTION REQUESTS FROM AESKU

Availability of samples to be checked at AESKU[®].

Is more than 1 sample involved?

OTHER COMMENTS

Please complete this form so that we can process your complaint.

Thank you very much!