

Ordering and Collection of Supplies

Introduction

Biotech Laboratories will supply containers, eskies, swabs and other kits required for the collection of samples for laboratory analysis. Supplies will be sent to an SNP Collection Centre nominated by the client. This covers Darwin in the Northern Territory, from Cairns to Coolangatta in Queensland south to Coffs Harbour in New South Wales. The supplies and the transportation of supplies to a SNP collection centre is provided free of charge.

Ordering Supplies

Supplies can be ordered via the following methods:

By telephone

Please contact Biotech Laboratories on (07) 3847-9488 during office hours (08:30am- 5:00pm Monday to Friday) to place your order.

By email

Please email Alicia at general@biotechlab.com.au to place your order. Emails will be answered and supplies sent to collection centres during office hours. Please advise the nature and quantity of supplies you are after and to which collection centre you wish the supplies to be sent.

On Line

Go to the Biotech Laboratories website <http://www.biotechlab.com.au/> and find the Contact Us tab. Click Stores Ordering. You must know your customer number **N****** and Biotech Laboratories must have a record of your preferred collection to where the supplies will be sent for your collection. Please contact our office if you are unsure of the above details.

When will the supplies arrive?

Generally, it takes one - two working day for supplies to arrive at collection centres within Brisbane and between two - three working days for regional collection centres.

Will Sullivan Nicolaides Pathology call me?

Sullivan Nicolaides Collectors are **not required** to contact Biotech Laboratories' clients to advise that supplies have arrived. Biotech Laboratories' clients are required to either pop into the nominated collection centre after giving sufficient transportation time, or to phone the collection centre to establish if your supplies have arrived before collection. Contact numbers can be found on the Sullivan Nicolaides Collection Centre website via this link <http://www.snp.com.au/locations/collection-centres.aspx>.

What will I ask for when I go in?

Please advise the collection centre staff that you are there to collect supplies from Biotech Laboratories and give them your company name.

Do I need to sign anything?

No, you are not required to sign anything or complete any paperwork when collecting supplies or delivering samples.

How do I know what size container I need?

See the brochure on 'Sample Transportation and Analysis Request form requirements' or call the laboratory directly to discuss your requirements.