



Sample Submission Frequently Asked Questions

1. What documentation is required to submit samples?

A completed Sample Submission Form, MSDS, specifications and any other appropriate sample/testing specific documentation is required. Place this paperwork inside the box with the samples (in a plastic bag if the samples are being shipped on ice packs/dry ice) or in an envelope on the outside of the box.

2. What information is required to be on the Sample Submission Form?

All information asked for on the sample submission form is required for proper and timely processing of your samples. Missing information may result in delays in processing as this information must be acquired prior to logging in the sample(s). Information regarding test descriptions and test numbers can be obtained from the quotation supplied to your organization. All Test Request Forms can be found on our website at www.avistapharma.com.

3. Where do I send my samples to?

All samples, including example samples for assay development, must be submitted to the following address:

Avista Pharma Solutions
Attn: Sample Quarantine
104 Gold St.
Agawam, MA 01001

4. What shipping methods do you accept?

Avista accepts shipments from UPS and FedEx and well as client couriers. Avista offers a courier service, for an additional fee, that operates within a 150 mile radius of our Agawam, Ma facility. Contact the Avista Sales or Client Relations teams for additional information regarding our courier service.

5. When does Avista accept samples?

Avista accepts samples from 8:00-5:00 Monday-Friday.

6. How should I ship my samples?

Pack samples appropriately to protect the samples from breakage and environmental impacts (temperature, moisture, etc.). Samples should be shipped in a manner consistent to their storage conditions.

7. Does Avista accept controlled substances, hazardous materials or radioactive materials?

Avista has the capability to accept certain controlled substances, hazardous materials and radioactive isotopes. Please contact the Avista Sales or Client Relations teams prior to shipping controlled substances or hazardous materials to the lab to determine Avista's capabilities to handle your product.

8. Do I need an account with Avista to submit samples?

Yes, each organization submitting samples for testing needs to have an established account prior to submitting samples for testing. If your organization does not currently have an account with Avista, contact our Sales or Client Relations teams to establish an account.