

SENDING A SAMPLE TO RSSL

In order for you to get the best service from RSSL, we ask that you follow the guidelines below when sending in your samples for analysis.

If you are unsure of the analysis you require, please contact our Customer Services team who will be happy to provide advice, information and a quote for the analysis. Telephone **0118 914 4000** or e-mail enquiries@rssl.com

Packing your samples

In view of current legislation on the transportation of dangerous samples, as covered by *Chemicals (Hazard Information and Packing for Supply) Regulations 1994*, *The Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations 2004* and *The Control of Substances Hazardous to Health 1999*, if sending toxic or hazardous materials to RSSL for analysis, please could the following procedures be observed:

- The outer and inner packaging should clearly state that the contents of the package are hazardous and should also indicate the nature of the hazard e.g. cytotoxic, corrosive, flammable, etc - see pictures below. As well as informing us that the package requires special treatment, it is also a legal requirement that the carrier of the goods knows the nature of any hazard in the event of an accident or spillage during transportation



- The outer packaging should contain the name of the person for whom the samples are intended or the department (e.g. Pharmaceutical) in order to minimize any unnecessary contact with the samples. If unsure of the contact, please contact Customer Services
- Enclose a material safety data sheet (MSDS) or, if no information of this type exists for the material, instructions that as the toxicological properties of the material are unknown, the material should be treated as toxic in the absence of evidence to the contrary. This information should be accessible within the package **before** the samples are opened
- Sharp objects should be packed in a rigid container or suitable packing to prevent any injury to staff
- They should be double wrapped – in bubble wrap, then in a sealable bag.
- The package should contain paperwork to tell us who the samples are from and what analysis is required (see overleaf for what to include)

Paperwork to include:

- A sample submission form – this can be found on our website or by contacting Customer Services (details at top of page 1), who can e-mail or fax you a copy
- Name and full address to send results (include the invoicing address if different)
- Telephone numbers and e-mail addresses – to contact you with queries or sending results and invoices
- Number of samples to be tested
- Batch codes/references for the samples
- Storage conditions for samples
- Analysis required – samples are booked in by a central team, therefore it is essential to give as much detail about the analysis required as possible.
- Turnaround required – this varies depending on what analysis is required. If you need the results by a certain date, please call Customer Services to discuss as this may incur an extra cost.
- Whether analysis is required to GMP – this is a standard for the Pharmaceutical industry and will incur extra costs. If required, please call Customer Services for a quote
- Specification or expected levels of analytes if known
- Purchase order number – if your company uses a PO system, the number is required before completion of the analysis, otherwise this may hold up the release of results.

Our contact details

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I hope you find this information useful; however, if you have any further questions, please do not hesitate to contact the Customer Services Team.