

Date:

Product Use Questionnaire

Customer Information			
Name		Institution	
Email		Purchase Order #	
Phone		Invoice #	
City, State & Zip		Customer FedEx #	

Item Information			
Product Catalog #		Lot #	
Product Name		Order Qty	
How Much Dry Ice was in Box When Received		Cell Culture Medium Used	Catalog #
			Lot #
			Exp Date
Shipping Date		Date Received	

Issue Description	
How long was cryovial exposed to room temperature before storage?	
When and how was cryovial stored?	
When did you first start to use the original cryovial?	
How many minutes/seconds did you thaw the cryovial? At what temperature?	
Was the cryovial thawed completely or were there still ice crystals when removed from the water bath?	
How long did you wait before you diluted thawed cells?	
Did you centrifuge cells before seeding them? What centrifuge speed and for how long?	
What size of flask did you use to seed cells? Did you coat the flask?	
Did you warm Growth Medium in the incubator before use?	
Did cells attach after seeding cells 24 hours?	
How long did the cells grow in a flask or a plate (what size?) before passaging?	
What was the estimated confluence when you did the passaging?	
How many cells were collected after trypsinization?	
Did you warm the Trypsin /EDTA in the incubator?	
At what temperature were the cells trypsinized? How long?	
Did all the cells lift from the culture ware by themselves or did you need to hit to loosen?	
Did you cryopreserve the cells? How?	
How many times of cells expanded?	

Other Issue Description

Please note: Two cell images from light microscope (w/o immunofluorescent images) with cell testing information (cell passage used, cell testing method, cell treatment, etc.) must be sent/attached with this form.

TERMS AND CONDITIONS

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Product Replacement Policy

Replacement of a defective product will be at the sole discretion of CELL BIOLOGICS. Customer is required to fill out the Product Use Questionnaire, within two weeks of receipt of goods. CELL BIOLOGICS will replace a defective product only if the product was used in conjunction with CELL BIOLOGICS' media and culture reagents and according to the guidelines provided by CELL BIOLOGICS. Customer is required to pay shipping and handling costs for all replacement products.

Thank you!
Cell Biologics