



Customer Service Information Form

We make every effort to ensure our products arrive with you in a satisfactory condition and take great pride in the service we offer to the scientific community.

If you have experienced a problem with a cell line you have received please complete this form. The information you provide will help us resolve the problem and meet your needs. Please email the completed form to your distributor's Technical Support team.

Name:	Job title:
E-mail address:	Telephone number:
Organisation name:	Organisation Address:

Date of claim:
Date consignment received:
Your purchase order number:

Catalogue number:	Cell line name:	Lot number:
Format received: ☐ Frozen ampoule ☐ Growing culture ☐ DNA ☐ RNA ☐ cDNA	Problem experienced:	
Has the product been stored since receipt? ☐ Yes ☐ No If yes, please give details of storage conditions:		
Date of resuscitation:		
Results of cell counts performed and seeding density used at resuscitation to re-suspend the cells into culture:		
Have the cells been subcultured after receipt? ☐ Yes ☐ No Number of subcultures: Details of subculture protocol:		

Culture Collections, UK Health Security Agency, Porton Down, Salisbury, SP4 0JG, UK

T: +44 (0) 1980 612512 W: www.culturecollections.org.uk/contactus

@ECACC @NCTC_3000 @NCPV @theNCPF

CCW222.01-26

Effective date: 11/06/2026



Results of cell counts performed and seeding density used to re-suspend the cells into culture following subculture(s):

Details of culture medium used:

What supplements have been used (including antibiotics)?

State incubation conditions (temperature and gas):

Additional supporting information:

Declaration:

I hereby declare that the information I have provided is true, accurate, and complete to the best of my knowledge and belief. I understand that the information I have provided within this form, will be used to make an informed decision, which remains final.

Date:

Signature:

Culture Collections, UK Health Security Agency, Porton Down, Salisbury, SP4 0JG, UK

T: +44 (0) 1980 612512 W: www.culturecollections.org.uk/contactus

@ECACC @NCTC_3000 @NCPV @theNCPF

CCW222.01-26

Effective date: 11/06/2026