ORDERS

Strains can only be supplied to public or private establishments which have a bacteriology laboratory.
All orders must be written (sent by post or fax), and include the name and address of the organization making the request.
The description of the requested strain must be as follows : name of the strain, CIP or CRBIP numbers (see catalogue) or acronym in another collection, quantity, billing and delivery addresses if different, and order n° (the ordering establishment's own reference).
For some class 2 strains, the order must include a responsibility form except for teaching establishments (see list in the Journal Officiel of 11/06/1973, circular n° 8).
For some class 2 and 3 strains, the Scientific management and the French Government must give an approval before sending the strain.

PACKAGING

- The CRBIP uses accredited packaging for the transport of infectious material according to current legislation.

RESPONSIBILITIES

To meet requirements of our Quality Assurance organization, all strains provided are tested according to a written Quality Control Plan. Conformity is validated according to predefined specification. The CRBIP is responsible for the quality of the strains until their sending. So, the CRBIP accepts no responsibility after this step.
The CRBIP will consider all complaints received within 8 days for active cultures, one month for freeze-dried cultures and 48 hours for frozen strains, from the date of reception. In case of complaint, the client should keep all documents bound to the delivery and, if possible, the packaging, to help the CRBIP to deal with the complaint.

Référence	Version	Date d'application
AY00080-19	D	10.09.2008

INSTITUT PASTEUR

Centre de Ressources Biologiques de l'Institut Pasteur

BACTERIAL STRAIN INFORMATION

Also available in pictures on our web site :

http://www.crbip.pasteur.fr/

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