**After-Sales Service Form（WB）**

Please note:

• To ensure prompt handling of your inquiry, please complete this form fully and accurately in one submission.

• Providing all required details will help us process your after-sales request more efficiently. Thank you!

1. **Contact Information**

|  |  |  |  |
| --- | --- | --- | --- |
| Customer Name: |  | Tel: |  |
| Company: |  | Email: |  |

1. **Order Details**

|  |  |  |  |
| --- | --- | --- | --- |
| Cat. No.: |  | Name: |  |
| Order date: |  | LOT. No.: |  |
| Date of experiment: |  | Date of feedback: |  |

1. **Sample details**

|  |  |
| --- | --- |
| Sample Species: | [ ]  Human [ ]  Mouse [ ]  Rat [ ]  Others (fill in specific species)  |
| Sample name (Cell or tissue): | Specific cells or tissues: Modeling / stimulation method:[ ]  No [ ]  LPS [ ]  hypoxia [ ]  Others (fill in specific methods)  |
| Sample handling method: | [ ]  RIPA Lysis [ ]  PMSF [ ]  Na3VO4 [ ]  Others  |
| Storage conditions and time: | [ ]  Fresh sample [ ]  -20℃ [ ]  -80℃ Time  |

1. **Experiment details**

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| --- |
| **Protein Separation and Transfer** |
| Protein loading amount:  |  μg |
| Pre-stained protein marker size in kDa: |  |
| Protein separation gel concentration:  | [ ]  6% [ ]  10% [ ]  12% [ ]  Others  |
| Protein transfer method: | [ ]  Semi Dry Transfer [ ]  Wet Transfer [ ]  Others  |
| Membrane parameters: | [ ]  PVDF [ ]  NC [ ]  Others [ ]  0.22μm [ ]  0.45μm [ ]  Others  |
| Protein transfer condition:  | [ ]  Constant Current: mA Time: min[ ]  Constant Voltage: V Time: min[ ]  Others  |
| Whether to dye the film with Ponceau S: | [ ]  No[ ]  Yes Target protein band:[ ]  Yes [ ]  No |
| **Primary Antibody** |
| Primary antibody storage conditions: | [ ]  2-8℃ [ ]  -20℃ [ ]  Others  |
| Primary antibody dilution ratio: | [ ]  1:500 [ ]  1:1000 [ ]  1:5000 [ ]  Others  |
| Primary antibody diluent and concentration: | [ ]  Skim milk powder [ ]  BSA [ ]  Others in buffer [ ]  TBS [ ]  TBST [ ]  PBST [ ]  Others with concentration [ ]  2% [ ]  3% [ ]  5% [ ]  Others  |
| Primary antibody incubation conditions and time: | [ ]  37℃ [ ]  4℃ [ ]  Others for [ ]  1h [ ]  2h [ ]  Overnight [ ]  Others  |
| **Blocking** |
| Blocking ingredients: | [ ]  Skim milk powder [ ]  BSA [ ]  Others in buffer [ ]  TBS [ ]  TBST [ ]  PBST [ ]  Others with concentration [ ]  2% [ ]  3% [ ]  5% [ ]  Others  |
| Blocking condition: | [ ]  RT [ ]  4℃ for [ ]  1h [ ]  2h [ ]  Overnight[ ]  Others  |
| **Secondary Antibody**: |
| Brand and product code: |  |
| Name: |  |
| Dilution ratio: | [ ]  1:5000 [ ]  1:10000 [ ]  Others  |
| Incubation conditions and time: | [ ]  RT [ ]  37℃ [ ]  4℃ for [ ]  1h [ ]  2h [ ]  Overnight [ ]  Others  |
| **Detection** |
| ECL or DAB: | Manufacturer: Name: Product code:  |
| Time of exposure |  |

1. **Problem Feedback**

|  |  |
| --- | --- |
| Problem: | [ ]  No target band [ ]  Multiple band [ ]  Non-specific bands [ ]  High background [ ]  Wrong size bands [ ]  Poor positive signal |
| Aim of your inquiry: |  |

1. **Experiment result**

|  |
| --- |
| 1. Please provide images of your test results, clearly labeled with 'Marker size' and 'Sample information', and include a brief description of the findings.,

NOTE: For accurate interpretation, please clearly label the protein marker sizes (in kDa) on the image. This would be very helpful for our analysis. |
|  |
| 1. Was a positive control or internal reference included in the experiment? If yes, please report the result. If no positive control or internal reference was used, please explain how the validity of the material was verified (e.g., target protein expression data).
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