**After-Sales Service Form（IF）**

Thank you for taking the time to complete this form.

For troubleshooting purposes, please fill out all sections completely and provide the form in a timely manner.

After-sales service is guaranteed throughout the product's shelf life.

1. **Contact Information**

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

1. **Order Details**

|  |  |
| --- | --- |
| Cat. No. ： | Name： |
| Order date： | Category： |
| Date of experimen： | Date of feedback： |

1. **Sample details**

|  |  |
| --- | --- |
| Sample Species： | [ ] Human [ ] Mouse [ ] Rat [ ] Others (fill in specific species)  |
| Sample(Cell or tissue)： | Specific cells or tissues: [ ] Others  |
| Number of samples： |   |
| Sample storage conditions and time： | [ ]  Fresh sample [ ] -20℃ [ ] -80℃ Time  |

1. **Experiment details**

|  |
| --- |
| **Primary Antibody** |
| Antibody storage conditions： | [ ] 2-8℃ [ ] -20℃ [ ]  Others  |
| Fixation fluid： | [ ]  Paraformaldehyde [ ]  Methanol [ ] Ethanol [ ]  Acetone [ ] Others  |
| Fixation fluid concentration： | [ ] 1% [ ] 4% [ ] Others  |
| Fixed temperature&time： | [ ] 4℃ [ ]  RT [ ]  Others Time：  |
| Whether Permeabilization： | [ ] Yes [ ] No |
| Permeabilization liquid： | [ ] Triton X-100 [ ] Digitonin [ ] Saponin Concentration：  |
| Permeabilization temperature&time： | [ ] 4℃ [ ] RT [ ] Other Time：  |
| Blocking ingredients： | [ ]  Serum (Species： ) [ ]  BSA concentration： [ ]  3% [ ]  5% [ ] Others  |
| Blocking condition： | [ ] RT [ ]  4℃ Time： [ ]  1h [ ]  2h [ ] overnight [ ] Others  |
| Primary antibody Dilution： | [ ] 1:50 [ ] 1:100 [ ] 1:200 [ ] Others  |
| Incubation conditions and time： | [ ] 37℃ [ ]  4℃ Time： [ ] 1h [ ] 2h [ ] overnight[ ] Others  |
| **Secondary Antibody**： |
| Brand&Cat. No： |  |
| Name： |  |
| Dilution： | [ ] 1:100 [ ] 1:200 [ ]  Others  |
| Incubation conditions and time： | [ ] RT [ ] 37℃ [ ]  4℃ Time： [ ] 1h [ ] 2h [ ] overnigh [ ] Others  |
| Aim of your inquiry： |
| Experimental Results and Problem Feedback：1. Is there a positive control? What was the result? If there is no positive control, what method do you have to prove the validity of your material (evidence of target protein expression)?2. What was the result of the experiment? Whether repeated the experiment? If possible, please attach the original picture! (or in the form of an attachment)3. Have you used other products with the same index? If yes, please provide the brand, product number and experimental results. Thank you!  |