**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! | | |