

Complaint Form – conventional PCR kits

In order to assist us fully understand the nature of your complaint, we kindly ask that you complete this complaint form, and return it to us via fax (+49 (0)30 65762831) or e-mail (info@minerva-biolabs.com). As your input is valuable to us, we shall carefully evaluate each complaint and respond to you as quickly as possible. Thank you in advance for your kind cooperation.

Required Information	
Product Catalogue Number	
Set Lot Number (not applicable for trial kits)	
PCR instrument used	
Taq Polymerase used	
Buffer used (Minerva buffer or Taq-specific buffer)	
PCR tubes used	
Detailed description of the problem:	
Please attach a gel photo; including a description of the lanes	
Please provide a pipetting scheme of the reaction setup in question	
Please include the thermal profile employed	
Contact Information	
Name	
Institute / Company	
Department	
Address	
Postal Code, City	
Region (State), Country	
Phone, Fax	
E-mail	