



Frequently Asked Questions

How do I start to use LGC for my Regulatory Testing Program?

Please contact us in the first instance in writing outlining your organisations full contact details. You will also need to indicate the number and type of samples you require testing per annum including your sample collection kit requirements.

We will send you all the relevant information and a form to fill in so we can set up an account for you. If you intend to send more than 50 samples per annum you may be eligible for a contract proposal which will include discounts to our list prices, please contact us to discuss further.

Do you provide sample collection kits?

Yes. Our logistics department can dispatch sample collections kits directly to your organisation. Kits include everything needed for regulatory testing. Please ask for a quotation. Please note courier fees will incur additional costs.

How do I send samples to LGC for testing?

Ensure that the sample collection kit is securely sealed and that the laboratory address is clearly visible (All LGC supplied kits will come pre-addressed).

Samples must be sent using UN 3373 Biological Substance Category B label (couriers will be familiar with this). Keep samples chilled (but not frozen, if blood) for as long as possible. Ideally use the door to door service of reputable, global courier (e.g. TNT, UPS etc.).

Postal service may be suitable within Europe but please use a service where a consignment number is allocated.

The full postal address for LGC is:

LGC
Newmarket Road
Fordham
Cambridgeshire
CB7 5WW
United Kingdom

If you are considering sending samples outside the European Union, please include a copy of our Importation Licence (available on request).

A receipt will be sent to you once the samples have been received at our laboratory. Please check this – it may require a response.



Please notify our laboratory, by email or fax, when samples have been dispatched. Include the number of samples sent & any consignment numbers/airway bill numbers.

How do I know my samples have arrived safely?

We will send a receipt to your nominated contact once your samples have been booked in. The receipt will detail any irregularities seen during our integrity checks and may require an action from you before testing will go ahead. Please read your receipt thoroughly and respond swiftly as required.

When can I expect results?

Negative samples are usually reported between 7 to 10 days of receipt at the laboratory. Confirmatory analysis of positive samples may take a further 7 to 10 days and, as stated in our Service Agreement, will go ahead without notification unless you have arranged otherwise.

In order to prevent unnecessary and costly work, please ensure you provide the laboratory with a list of any permitted substances and/or a copy of your rule book section on medication and doping control.

How do I pay?

Invoices will be sent to you on dispatch of sample collection kits and on completion of laboratory work. You may choose to pay in advance by credit card or by bank transfer please contact us for further information.

If you have any further questions please feel free to contact us, our contact details are included in the footer of this document.