

Service Change Request Form

Account Name		Account #	
Requestor		Date Requested	
Email Address		Phone #	
Donor ID		DPT Accession #	

Change Request			
<input type="checkbox"/>	Add Test	<input type="checkbox"/>	Cancel Test
<input type="checkbox"/>	Change Demographic Info	<input type="checkbox"/>	Change Specimen Info
<input type="checkbox"/>	3 RD Party Result Release	<input type="checkbox"/>	3 rd Party Specimen Release

Change Request Details

Test Changes

A test may be canceled by the ordering client with no charge incurred prior to initiation of testing at Eurofins Donor & Product Testing. The client must provide written confirmation of the test cancellation. Eurofins Donor & Product Testing begins processing each sample immediately upon receipt. If cancellation request is sent after sample receipt, there is no guarantee that the cancellation will be processed prior to testing.

Eurofins Donor & Product Testing will make every effort to accommodate a client's request to add or change a test, as long as there is adequate sample and/or appropriate sample type to perform the requested test. If a verbal or phone request to add or change a test is received from the ordering client, the entire order is read back to verify accuracy. A written authorization from the ordering client is required within 30 days of the request. Secondary clients may order additional tests such as confirmatory tests, if a confirmatory reflex agreement is not in effect, after written authorization from the primary client is received.

Shipping a Sample to Alternate Laboratory

Eurofins Donor & Product Testing will honor requests to ship a sample to another laboratory. Please provide the following information in writing to DPT: shipping instructions, complete address and contact information of the laboratory to which the sample will be shipped, and a courier account number. Eurofins Donor & Product Testing is not responsible for samples lost or damaged in the shipping process, nor is it responsible for the cost or billing of the shipment.

Returning a Sample to Ordering Client

Eurofins Donor & Product Testing will honor requests to return a sample due to client error or wrong sample type for analysis. A courier account number and complete shipping address must be provided in writing. Eurofins Donor & Product Testing is not responsible for samples lost or damaged in the shipping process.