

1. What browser is required to use the online sample submission form?

The following browsers are acceptable for use with the sample submission form. Use of other browsers may result in incomplete submission results.

- Google Chrome - <https://www.google.com/chrome/browser/features.html>
- Mozilla Firefox - <https://www.mozilla.org/en-US/firefox/new/>
- Opera - <http://www.opera.com/>

2. How do I print a copy of my sample submission form to include in my sample shipment?

After entering all the fields in the form and pressing the submit button at the end, you will be directed to a link that will prompt you to download a pdf of your sample submission form and print a copy to include in your sample shipment.

3. Why doesn't my sample information show up on my downloaded pdf or printed sample submission form?

Missing information on your sample submission form is most likely caused by use of an unsupported browser. Please refer to question #1 for browser requirements.

4. I forgot to print my form before closing the browser window. Can I retrieve the pdf?

For security purposes, the form can only be downloaded at the time of completion. If you did not print a copy prior to closing your browser window, please contact us at 518-891-2356 to request an e-mailed copy of your sample submission form.

5. Do I need to notify Bionique separately that I am shipping my samples?

When you complete your sample submission form online, the information is automatically transmitted to Bionique, so there is no need for separate notification.