



## **ADI IsletCore Credit Policy**

We strive to ensure that the samples we provide are of the highest quality and to honour the generous gift of organ donors and their families by facilitating diabetes research as widely as possible. Nonetheless, human research sample quality can vary and is occasionally impacted by situations outside of our control.

We encourage our recipients to carefully consider whether the quality of the sample is truly degraded before requesting a credit. Requests for credit are not guaranteed and each case will be carefully reviewed by our team before a decision is made.

### **Shipping Issues**

- ADI IsletCore exclusively uses FedEx as our courier. We cannot provide refunds for the delayed delivery of samples due to extreme weather conditions, customs delays, or any other shipping issue outside of our control.
- Users should remain mindful of their region's delivery standards and consider local factors—such as inclement weather or holiday closures—before placing an order. If requested, we are happy to keep users' samples in culture until regular delivery standards can be achieved.
- Our shipments include indicators that may be triggered by high or low temperatures, but these alone are not assessments of sample quality. Recipients should inspect the tissue, document any deficits, and evaluate quality after overnight culture, regardless of temperature indicator status.
- If a shipping error can be directly attributed to a packaging or handling mistake made by ADI IsletCore staff or the University of Alberta shipping department, please document the errors and report them for a credit.

## Other Issues

- We always strive to provide 10-15% additional IEQs in each islet shipment—free of charge—to account for any potential loss. If the recipient feels that they have received fewer IEQs than requested, they must provide IEQ counts, photographs of the preparation, and documentation showing that the person in their lab responsible for quantification has relevant islet count training.
- In the case of low quality or unusable samples that are unrelated to shipping delays, the recipient should document potential deficits as thoroughly as possible. This should include photographs and any relevant functional data.
- We maintain culture and media samples from each isolation for monitoring and in-house quality control. If contamination is suspected, please contact ADI IsletCore immediately and provide photographs of the issue. We will work to determine the source of the problem and will communicate with other recipients, if needed. Instances of contamination occurring prior to delivery will be credited.

## Reporting Sample Quality Concerns or Issues

- If your shipment is deemed unacceptable and you feel that a credit is appropriate, you may [contact us](#) directly or report the problem through our online [Feedback Form](#). Please be sure to include as much information as possible, including the required evidence outlined above.