



TWIN ARBOR

AMAZON TESTING

Submission Manual

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Introduction

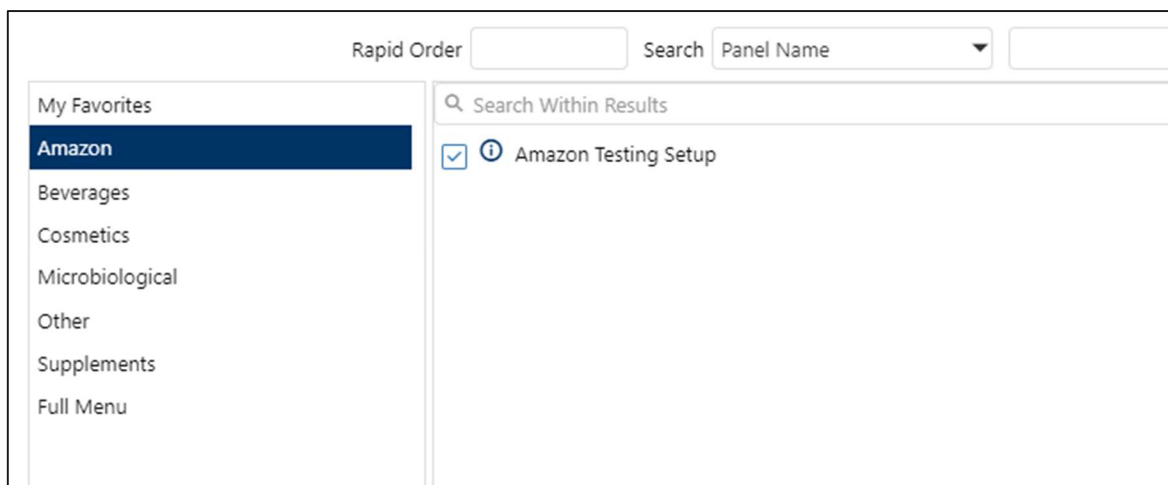
Amazon and other retailers demand proof of quality for specific products. They need to know your product contains the advertised ingredients and lacks harmful contaminants. But finding the right testing and understanding the paperwork can be a headache!

That's where we come in!

This manual will be a quick guide to submitting a sample to us to get your Amazon product tested correctly the first time. This manual assumes you have already read through the other Sample Submission manuals.

Amazon Testing Setup

To ensure that all the correct testing necessary for Amazon approval are added to your product order, we have a specific Test to add to your Lab Order called **Amazon Testing Setup**.



TESTS TO ADD TO THE ORDER

For products that are being sent to Amazon, this is the **ONLY** test you need to add to your order. All the work of determining what testing is required and the associated specifications will be done at our end to ensure that all necessary testing is added to the order.

Once this is added, click on "Create Order" to submit the product information and Amazon Testing request to us.

PANEL ORDER AOE

There are a few acknowledgments that you must accept before finalizing the order.

1. For us to understand your product and ensure that all necessary testing is added, we need the following sent to documents@twinarborlabs.com immediately after finalizing the Lab Order.
 1. Image of the LABEL - This must be a legible image of the label for the product being tested. This will include the active ingredient list and the stated concentrations and serving size.
 2. All relevant BATCH SHEETS - A batch sheet is a document that contains the amount of each ingredient that was added during production of the whole batch or Lot. A batch sheet is not the amount in each serving, capsule or bottle, nor is it the raw ingredient COA.
 3. Any available RAW INGREDIENT COA - These are the COA's from your suppliers for the raw ingredients of your product.
2. We will not be able to begin building your full Amazon Testing order until we receive all the above documentation. If documentation is missing or is inaccurate this may affect the accuracy of your order, the cost of the order and possibly the timeline of your testing.

Review Order

* Amazon Testing Setup	Immediately after submitting this Lab Order, email a legible copy of the LABEL, all relevant BATCH SHEETS, and any available raw ingredient COA's to documents@twinarborlabs.com . *	<input type="checkbox"/> I understand
	We will not be able to set up any testing until we have received all proper documentation. If you have any questions regarding necessary documentation, please email documents@twinarborlabs.com . *	<input type="checkbox"/> I understand

PRINT REQUISITION DOCUMENT

This is the document that is normally sent in with the sample when ordering other testing. However, in this case, keep it with your product, but hold off on sending the package to us until we have had the time to build your full order and send you a quote/invoice for the full Amazon Testing.



The screenshot shows a 'Review Order' window with a dark blue header. Below the header, the text 'Accession: 6993' is displayed. A section titled 'SELECT REQUISITION REPORT TO PRINT' contains a dropdown menu with 'Requisition Report' selected. To the right of the dropdown is a 'Print Requisition' button with a printer icon, which is circled in orange. A 'CLOSE' button is located in the bottom right corner of the window.

Email Documents

Email the following documents to documents@twinarborlabs.com. If you have any questions regarding the documentation needed, feel free to email the above address.

1. Image of the LABEL - This must be a legible image of the label for the product being tested. This will include the active ingredient list and the stated concentrations and serving size.
2. All relevant BATCH SHEETS - A batch sheet is a document that contains the amount of each ingredient that was added during production of the whole batch or Lot. A batch sheet is not the amount in each serving, capsule, or bottle, nor is it the raw ingredient COA.
3. Any available RAW INGREDIENT COA - These are the COA's from your suppliers for the raw ingredients of your product.

We may need to follow up with you regarding the documents we have received or with clarifying questions regarding the product.

Review Invoice/Quote

Once we have completed creating your full testing order, you will receive an invoice or quote from us with the cost of the full product order. This will include all testing and fees

associated with the product's Amazon Testing. If you have any questions, feel free to reply to the invoice or quote email.

NOTE: The initial request for Amazon testing (Amazon Testing Setup) is associated with a Fee that will be due whether you decide to go forward with testing or not.

Ship Your Product

Once you are happy with the invoice and order for the product, ship the fully packaged product to our laboratory for testing. You must include a copy of the requisition (printed earlier) or the invoice so that we can correctly identify your order.

Special Considerations

ACCURATE/TIMELY DOCUMENTATION

It is critical that the documentation you send to us is accurate and timely. Inaccurate documentation will delay your testing at best and at worst may end up in additional testing, reruns or other charges being added to the order. We rely on this initial documentation to create a full and accurate testing package specifically for the product that you need Amazon to approve.

BYPASSING THE AMAZON TESTING SETUP

You are free to bypass the Amazon Testing Setup and order the testing yourself from our Sample Submission site. However, we will be testing those products **as ordered**. If Amazon rejects the product due to missing tests or results that are out of specification, it will cost you more time and more testing to correct the product report post-initial testing. This is why we have designed this service; to determine your Amazon Testing needs quickly and accurately BEFORE the product is even sent in for testing.

NOTE: Certain products, such as those with extracts or proprietary blends, are required to go the Amazon Testing Setup due to their special nature.