

Frequently Asked Questions

Testing Site Transition

What is this document covering?

This document covers frequently asked questions in relation to the forthcoming consolidation of supplements testing activity currently undertaken in Lexington to our Fordham premises in the UK.

Why did this decision take place?

In line with our ambitions to expand and provide industry-leading services, we are simplifying our laboratory footprint and continuing to invest in our global centre of excellence, based at our Sports and Specialised Analytical Services (SSAS) laboratory in Cambridgeshire, UK. Consequently, this will lead to the closure of our site in Lexington, Kentucky USA in the coming months. The global centre of excellence in Cambridgeshire signifies our ongoing dedication to sports and nutrition testing worldwide. With this transition, it will serve as a hub for global services and thought leadership ensuring that we continue to provide access to industry leading scientific experts in the fields of anti-doping and banned substance testing while providing the highest standard of testing services to our valued customers.

When should I start shipping samples to the UK?

We will be communicating to all customers in writing on 6th May regarding a planned transition and will provide further details in relation to sample submission and testing at the Fordham Laboratory.

How do I ship samples to the UK and are there any specific paperwork requirements?

We will be providing clear details and guidance explaining how to ship samples to the UK and what documents will be required. Your Account Manager will also be available to answer any questions you might have (AM@LGCGroup.com).

How will this affect my certification process?

All certifications will continue to be managed in the same way, through your existing LGC representative. We will be providing further details in relation to when you will be able to start shipping directly to the UK – LGC will support fully to ensure that all certifications are managed smoothly during the transition period.

For any new customers, all samples (including those for certification), will be tested at the Fordham Laboratory from April 24th onwards.

Will this affect my payment processes?

No, customers should not see any changes in relation to invoicing and accounts payable.

Will this affect the turn-around times of my samples?

LGC will be looking to maintain a high level of service with targeted sample turnaround times of 10 working days for negative samples from receipt of samples in Fordham. An increase in shipping times will be observed (transatlantic shipment typically taking 24-48 hours) for samples sent directly to Fordham.

Should you need time to adjust your logistics setup to handle international shipping, we have arranged to provide a domestic hub in the US for the rest of the calendar year. Please note, utilizing this option will add an estimated 3-5 days to shipping timelines.

Who are the best points of contact during and after the transition?

Our US team will be in contact with you to support you through the process, however if you have any questions in the meantime, please reach out to:

Sample testing & technical support: Supplements@LGCGroup.com - monitored daily by our UK service delivery team.

Ongoing & new certifications: AM@LGCGroup.com – monitored daily by our US and UK account management team.

