

SHIPPING INSTRUCTIONS:

The frozen samples are shipped to the laboratory on dry ice in a Styrofoam carton, conforming to transport regulations. The shipping carton should contain ~5 lbs. of dry ice to maintain the low temperature.

If a weekend or holiday is imminent, the laboratory should be contacted to confirm that it will be open on the intended day of arrival. Samples received in the laboratory are stored at -70°C until assay.

The shipping address is:

Hemostasis Reference Laboratory,
15(H) Wing, 2nd Level,
711 Concession St,
Hamilton, ON L8V 1C3,
Canada.

If shipping internationally to Canada, use the Customs Form known as a "Commercial Invoice" to expedite smooth passage through customs. This form is obtainable from HRL or is available on the FedEx website at www.fedex.com.

If we are emailed to hrl@hemostasislab.com when the item is shipped, we will be aware of its imminent arrival. If you include the waybill tracking number, we can track the package if delays are occurring.

For further assistance, please contact HRL at:

Toll-Free 888 660 0999 Local 905 527 2299 ext 42667 Fax 905 575 2647

Email hrl@hemostasislab.com

URL www.hemostasislab.com