



Dear Customer:

Thank you for your inquiry about the possible impact of temperature stress during the shipment of product. We conducted an extensive stability study on the current packaging configuration (insulated shipping container and quantity of ice). For products that are recommended to be shipped on ice within 48 hours, the studies indicated that there will be no adverse effect on the quality of the product if the delivery arrives within 76 hours.

Please note that in case of melted ice, or if you notice any humidity in the shipping box the quality or the performance of the product will not be impacted. The purpose of the packaging is to keep product from exposure to extreme temperatures and is not designed to maintain 2 – 8 ° C therefore temperatures above 8°C are to be expected.

In order to avoid any confusion, we would like to remind you that the storage conditions of the consumables are not equal to the shipping conditions.

Upon receipt, you should store your IDEXX product as indicated on the actual product package, i.e. either refrigerated or frozen as indicated on the consumable packaging.

If you have any questions, please contact IDEXX Order Entry.

Sincerely,  
Quality Assurance IDEXX Laboratories, Inc.