



Dear Customer,

Please use the following instructions for shipment of samples to our laboratory to make sure the samples arrive in good order.

- Please use plastic containers or original packages for all samples. **No glass**, risk of breakage during transport to avoid that the sample is not usable anymore and the risk for a cut hazard for the people unpacking the sample. **No plastic bags** to avoid contamination and loss of sample material, plastic bags are often vulnerable and not always well sealed.
- See example of PVC containers from Kautex which are strong enough and keep out (UV) light (recommended for analysis of some vitamins) which we use at our laboratory.



- Make sure the samples are protected during shipment and contact details are provided in case the samples did not arrive in good order or other questions. For shipments from outside the EU please follow the specified instructions.

COOLED AND FROZEN SAMPLES: please take in account the following:

- Avoid sending samples at the end of the week to avoid additional shipping time over the weekend.
- Inform the shipper and mark on the package it concerns temperature sensitive material.
- Send unsterilized (liquid) products frozen to prevent microbiological growth and loss of vitamins. We prefer containers with a maximum of 200 ml.
- Include in the package ice packs like shown in picture below:

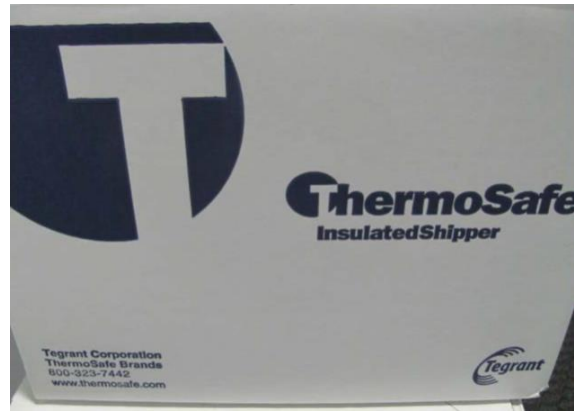


The 'Polar Pack' and 'Koolit' brand ice packs, which can be ordered from VWR. These ice packs are the best option. There are many sizes and shapes that can be used for specific situations and should be able to be used for any submission.

Gel ice packs are not recommended as they have less cooling capacity and do not hold shape.



- The type of boxes to use for shipment:



- Use polystyrene boxes, a two-inch wall is the best option. We do not recommend coolers that are three inches wide, because they are made of a foam material and come in multiple pieces that do not retain the temperature needed.



- Best way of packing:





NQAC

Nestlé
Quality Assurance Center

November2023 Nunspeet

Please send all packages to:

NQAC Nunspeet

Laan 106

8071 JC Nunspeet

The Netherlands

If you have any questions related to this topic, please feel free to contact me or my colleagues of the customer service department.

Luppie Huisman

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