

Returning Your Samples

Phoning DHL for Collection

Please read the below instructions thoroughly as incorrect packaging may result in delays returning your samples back to us.

Things to note when returning samples via DHL:

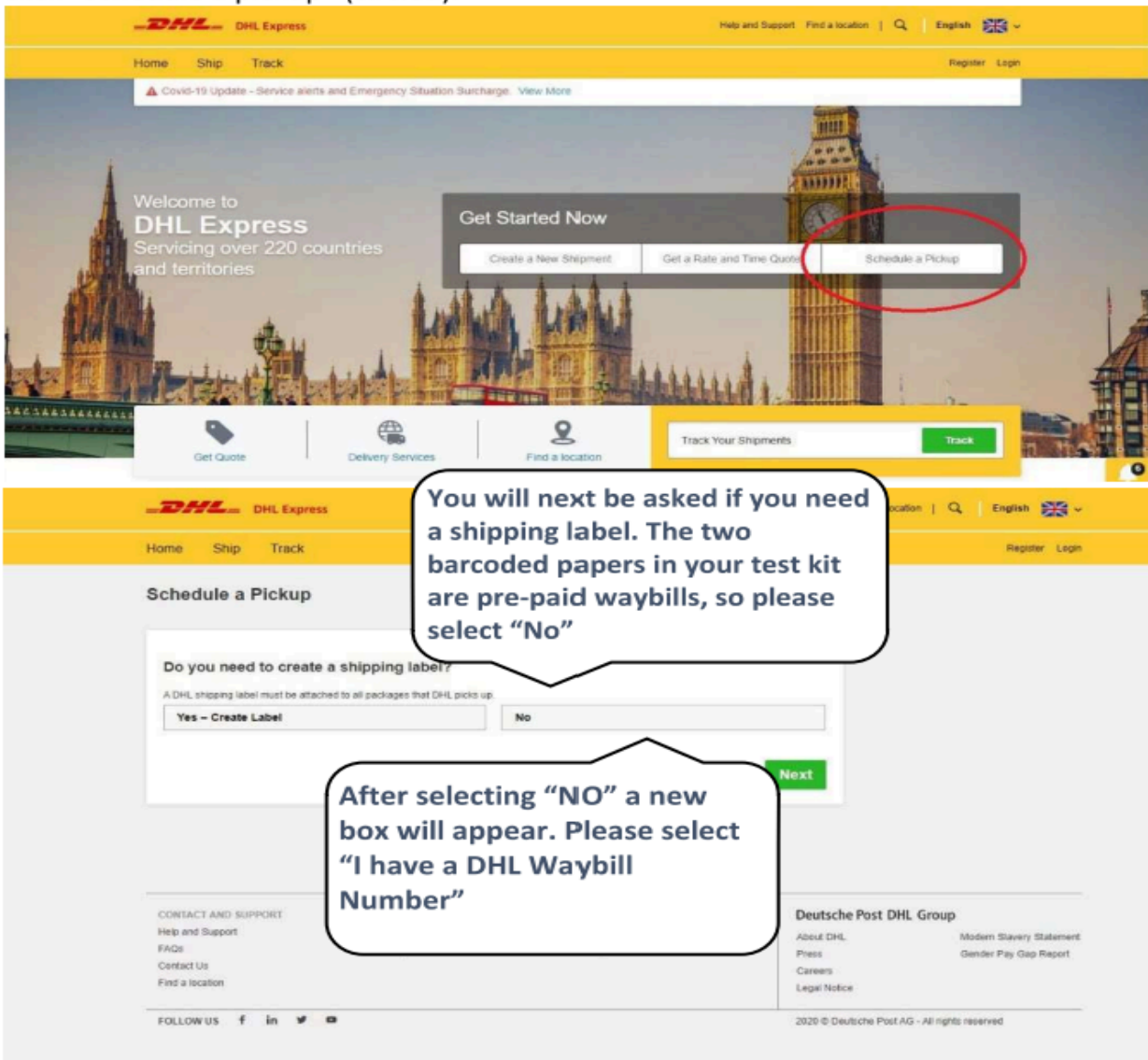
- Please only use the pre-printed waybills (Included within your Kit). Our account is set up to transport biological substances and this is referenced on your waybill. **This waybill will last 90 days.** Please check your waybills before collecting your samples and contact us if your waybill has expired and we will email a new waybill for printing.
 - You can place multiple sample collection packs in the same DHL overpack bag if you are completing multiple tests. Make sure all samples are securely boxed and comfortably fit inside the overpack bag, and the bag can close securely.
1. All sample vials must be placed within the provided biohazard bags. **Please note: if you are performing a SIBO breath test please place the vials in the bubble wrap bags provided.**
 2. Each bag must contain at least 1 absorbent pad (the small white square) or use a folded square of kitchen towel as a replacement.
 3. All the samples within biohazard bags/bubble wrap bags must then be placed within the supplied test kit box.
 4. The box must be placed into the **DHL overpack bag or DHL Grey UN3373 Bag** and sealed.
 5. Please call DHL on **0844 248 0844** to arrange a collection. You will need your waybill number - this can be found on the shipping labels included with your collection pack.

Please remember to book collections between Monday and Thursday.

Arranging DHL Online Collection on following pages

Arranging DHL Online Collection

To begin, please visit - www.dhl.co.uk/en/express. You will see the below page, please click "Schedule a pickup" (circled).



- You can then enter the waybill number found on your shipping label. The system will check this to be active with a green tick appearing to confirm.
- Enter phone country code (e.g. UK +44)
- Enter **your** phone number and then click "Next"

Arranging DHL Online Collection: Booking in the Package

The DHL system links postcodes and towns and so sometimes needs time to check and align them. When inserting your international dialing code, please type in the number, do not use a “+”

Pickup Address

Name
Your First Name ✓

Company
Your Surname ✓

Country/Territory
United Kingdom ✓

Address
Your home address ✓

Address 2
Your home address ✓

Address 3
[Empty field]

Postal Code
[Redacted] ✓

City
[Redacted] ✓

Email Address
Youremiladdress@gmail.com ✓

Phone Type
Mobile

Code
44 ✓

Phone
7123 456789_ ✓

SMS Enabled

Residential Address

[Clear Address](#)

Click residential address

Where should the courier pick up the shipment?
Select One *

Instructions for the courier
Provide other instructions you'd like the courier to receive

Choose collection location from drop down.

When all the boxes have green ticks, click "Next".

Next

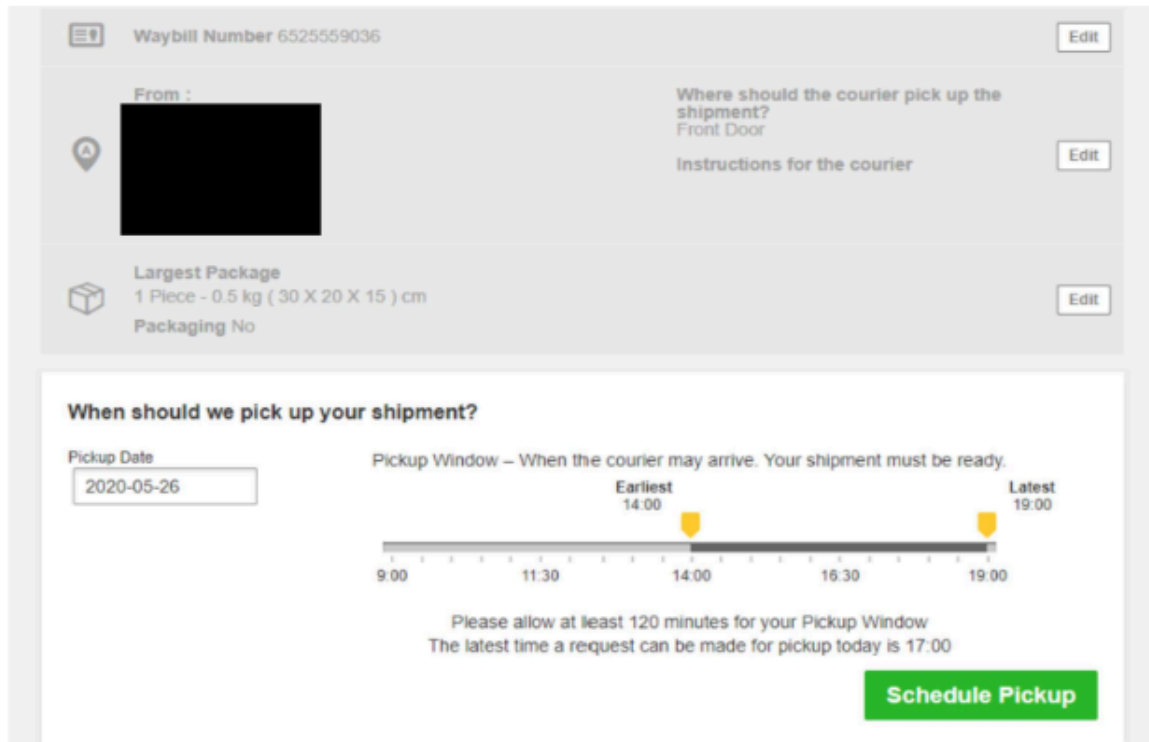
Next

You will then be asked to input the number of packages being collected and their weight and dimensions. Please input as:

- Number of parcels (1)
- Weight = 0.5 kg
- Size = 25 x 15 x 10

Arranging DHL Online Collection: Selecting Date / Time for Collection

IMPORTANT: DHL collection slots are suggestions for collection times however the actual collection time can vary depending on how busy DHL are.



The screenshot shows the DHL online collection booking interface. At the top, it displays the Waybill Number 6525559036 with an 'Edit' button. Below this, there are three sections: 'From' (with a location pin icon and a redacted address), 'Where should the courier pick up the shipment?' (set to 'Front Door'), and 'Instructions for the courier' (with an 'Edit' button). The third section is 'Largest Package' (1 Piece - 0.5 kg (30 X 20 X 15) cm) with a 'Packaging No' field and an 'Edit' button. The main section is titled 'When should we pick up your shipment?' and includes a 'Pickup Date' field set to '2020-05-26'. Below the date field is a 'Pickup Window' timeline showing the earliest pickup time at 14:00 and the latest at 19:00. The timeline is marked with times 9:00, 11:30, 14:00, 16:30, and 19:00. A note states: 'Please allow at least 120 minutes for your Pickup Window. The latest time a request can be made for pickup today is 17:00'. A green 'Schedule Pickup' button is located at the bottom right of the form.

Please note: **our offices are closed on weekends and bank holidays.** Please book your collection from Monday to Thursday so that samples are not in transit over the weekend and arrive with us next day.

If you cannot book online, you can call DHL express on 0844 248 0844. Write down your return waybill number as this can be used to track your shipment on DHL's website

<https://www.dhl.com/gb-en/home/tracking.html>