

# Returning Your Test Sample - International

For your convenience, our courier DHL will collect your specimen from you.

Your sample is classified as a biological substance and incurs strict rules when shipping to us. Please ensure that all labelling instructions are followed precisely, as failure to do so will result in DHL rejecting and returning your package.

## DO:

- Book your collection at least 1 working day in advance of the date you require the courier (Monday to Wednesday only).
- Ensure your paperwork and **all** patient specimen tubes are clearly marked with patient name, date of birth and collection date.
- Place your sample container in the biohazard or plastic ziplock bag provided, including absorbent material supplied, or use some kitchen towel.
- Pack your completed sample into the original box supplied with the test.
- Place the outer shipping bag flat and add the DHL label, placing the label as far away as possible from the UN3373 diamond, Biological substance category B and OVERPACK wording. You can utilise both sides of your package for labelling purposes.
- Once the label has been added to the shipping bag, place your boxed sample into the bag and seal. When sealing, it is preferred that the bag remains as large as possible so that no wording is obscured.
- Place the enclosed **Customs Clearance Document** in the outer document pouch of the shipping bag.

Please see the correct way to apply the label to your bag in the images on the opposite page. Please note your package will be returned to you if it is labelled incorrectly.

## DO NOT:

- Do not ship your sample on a Thursday or Friday.
- Do not put your DHL return label inside your box or packaging.
- Do not put any requisition forms in the outer document pouch of the shipping bag.
- Do not in any way obscure:
  - UN3373 diamond
  - Biological substance category B wording
  - OVERPACK wording

If your label covers the above it will be rejected by DHL and returned to you. Examples of incorrectly labelled packages on the opposite page.

**Telephone** 020 3750 0870

**Email** [info@regeneruslabs.com](mailto:info@regeneruslabs.com)

**Website** [www.regeneruslabs.me](http://www.regeneruslabs.me)



Keep bag full size and place label in a clear space



Use front or back of bag to place label



Do not wrap bag around sample or obstruct wording



Do not allow label to touch UN3373 diamond or OVERPACK wording

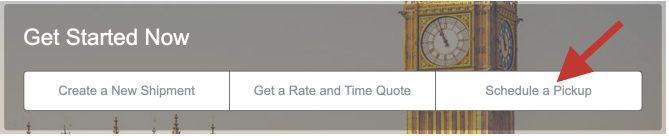
## Booking Your Specimen Collection

Drop-off service is not available

When booking your collection, you can request a 2-hour slot as a preference but please note that collection can take place at any point on the specified date.

### Book online:

1. Have the 10-digit waybill number at hand
2. Visit <http://dhl.co.uk/en/express>
3. Select Option: Schedule a Pickup



4. Select: No - do not create label
5. Populate requested fields

### Via Phone:

1. Please call your local DHL contact number to arrange a collection
2. Select Option 1 - arrange a courier
3. State the 10-digit waybill number
4. A collection will be scheduled within a preferred 2-hour window, and a reference number will be provided

Dimensions for your shipment will always be 25 cm x 15 cm x 10 cm