

Returning Your Test Sample

For your convenience, our courier DHL will collect your specimen from you at any address in the UK you select. Please carefully follow these instructions.

Start Preparing Your Specimen

1	Do book your collection at least 1 working day before collection.	✓
2	Do Not ship your sample on a Friday or the day before a Bank Holiday in the UK.	✗
3	Do make certain your paperwork and All patient specimen tubes are clearly marked with Patient Name, Date of Birth and Collection Date. Mark each tube.	✓
4	Do place your sample container in the small biohazard plastic /zip lock bag provided, including absorbent material supplied, or some kitchen towel.	✓
5	Do pack your completed samples into the Original Box provided into the courier shipping bag.	✓
6	Do Not put your DHL return label inside your box or packaging.	✗
7	Do seal your courier bag and stick the DHL label on the exterior. IMPORTANT: Ensure your label does not obscure the UN3373 warning hazard symbol on your packaging.	✓

Packing your sample for shipping

UN3373 refers to Biological Substance, Category B. When transporting these substances, please adhere to the following packing instruction:

- 1) UN3373 Label or pre-printed mark should **NEVER** be obscured and **ALWAYS** fully visible on the package.
- 2) Biological substance category B this should **NEVER** be obscured and **ALWAYS** fully visible on the package.
- 3) 'Overpack' wording should **NEVER** be obscured and **ALWAYS** fully visible on the package.
- 4) Your DHL shipping Label should **NEVER** be obscured and **ALWAYS** fully visible on the package.
- 5) You can utilise all sides of your package for labelling purposes as long as no label obscures the other.

Below are examples of compliant packages.



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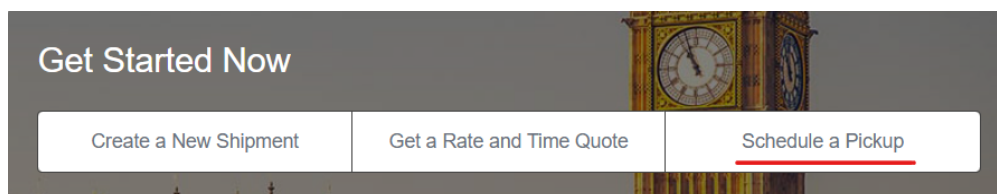
Booking Your Specimen Collection

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 Your Waybill Number at hand (the 10 digit number on your return label)
2. Visit <http://dhl.co.uk/en/express> or from our home page at <http://regeneruslabs.com>
3. Select Option: Schedule a Pickup
4. Select: No - do not create label
5. Populate requested fields

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



Or

Via Phone:

1. Call DHL customer service on 0844 248 0844
2. Select Option 1 - arrange a courier
3. State the 10 digit Waybill Number
4. A collection will be arranged with a preferred 2-hour window and a reference number provided