

## Returning Your Test Sample

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

**Your sample is classed as a biological substance and incurs strict rules when shipping to us. Please note DHL will reject your package and return to you if you do not follow labelling instructions carefully.**

### DO:

1	Book your collection at least 1 working day before collection.	✓
2	Ensure your paperwork and <b>all</b> patient specimen tubes are clearly marked with Patient Name, Date of Birth and Collection Date.	✓
3	Place your sample container in the small biohazard or plastic ziplock bag provided, including absorbent material supplied, or use some kitchen towel.	✓
4	Pack your completed samples into the original box supplied with the test.	✓
	Place outer shipping bag flat and add 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.  <b>**Please note your package will be returned to you if it is labelled incorrectly. Please see the correct way to apply the label to your bag in the images on the opposite page.**</b>	✓
5	Once 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..	✓

### DON'T:

1	Do not ship your sample on a Friday or the day before a Bank Holiday in the UK.	✗
2	Do not put your DHL return label inside your box or packaging.	✗
3	Do not in any way obscure: <ul style="list-style-type: none"> <li>- the UN3373 diamond</li> <li>- the Biological substance category B wording</li> <li>- the OVERPACK wording</li> </ul> <b>**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.**</b>	✗



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

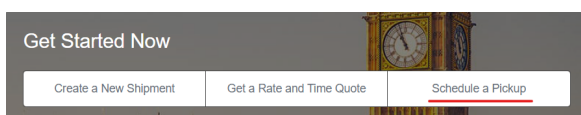


Do not allow label to touch UN3373 diamond

## 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