

INSTRUCTIONS TO SEND SAMPLES AND RELATED ANALYSIS ORDERS TO NEOTRON LABORATORY

SENDING SAMPLES

- Samples shall be sent to Neotron by courier, for instance DHL, TNT or other to:

*NEOTRON SPA
Stradello Aggazzotti, 104
41126 Modena - ITALY
Tel. 0039/059-461711*

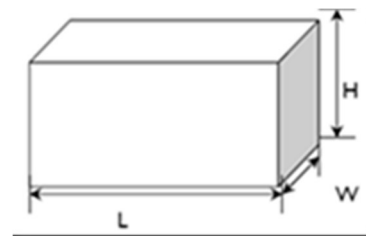
- Couriers can be called through our e-lims Customer Portal service: this online service gives you the possibility to place orders (see below) and to call one of the couriers Neotron has an agreement with, directly from Neotron website (www.neotron.it).

Using our e-commerce service, you will have a flat rate Shipping charge up to 5 kg and possible additional costs for extra weight or Customs duties will be charged.

5 kg refers to real weight or volumetric weight; the higher weight will be considered and for the exceeding weight an extra cost will be charged. Please, find hereinafter how to calculate the volumetric weight:

DHL: International Aerial Import Service: (LxWxH) expressed in cm/5000
L, W and H are expressed in cm.

TNT: International Aerial Import Service (LxWxH) expressed in mt * 250
L, W and H are expressed in mt.



Ex: A parcel imported through DHL international aerial service showing:

L = 40cm
W = 50cm
H = 30 cm

$(40 \times 50 \times 30) / 5000 = 12$ kg of taxed weight.

Ex: A parcel imported through TNT international aerial service showing:

L = 0.40 mt
W = 0.50 mt
H = 0.30 mt

$(0.40 \times 0.50 \times 0.30) \times 250 = 15$ kg of taxed weight.

HOW TO PREPARE YOUR PARCEL AND SEND ORDERS OF ANALYSIS

- Prepare the samples in properly sealed and packaged containers suitable for transport.
- Place the containers in a package containing bubble wrap or other impact-resistant material.
- For frozen samples, use polystyrene packages and add dry ice.
- For refrigerated samples, use polystyrene packages and add refrigeration devices (such as icepacks).
- **For dangerous products:**
 - **add clearly visible pictograms and hazard statements on parcel and samples, to easily identify them;**
 - **properly pack them to avoid the possibility of accidental releases.**

➤ ***Instructions for samples for ISO analyses***

- Include in the parcel a copy of the request created on Neutron *e-lims Customer Portal*, or a letter reporting the name of the Company we should address test reports and invoices to, a clear indication of phone/ e-mail contacts and legible signature, the description (sample code, batch no. etc.) and nature (matrix) of each sample sent, and the analyses to be performed on each of them.
- Write on the outside of the parcel the name of the sender and any URGENT or GMO FAST DATA notices (the labels to be attached to parcels could be supplied directly by Neutron Laboratory contacting sample.acceptance@neutron.it).

Orders of analyses can be sent according to one of the following options:

1. analysis request sent together with the samples;
2. by e-mail (to the following addresses: customercare@neutron.it; sample.acceptance@neutron.it ; sample.registration@neutron.it) before the sample arrives to the laboratory (a copy of the e-mail may be attached to the sample also in this case);
3. via Neutron *e-lims Customer Portal*. This service is available on Neutron website (www.neutron.it) and can be accessed with specific confidential Username and Password. You will be able to enter all data and information related to the sample (sample description, sample code, batch number, etc.) in the related fields. The analytical parameters and groups to be analysed in each sample can be chosen from the analytical profile shown.
This portal also allows to see the list of all the tested samples, monitor the progress of the analyses in real-time and consult the available results.

➤ ***Instructions for samples for GMP analyses***

- It is customer's responsibility to prepare the package for shipment in accordance with CLP 1272/2008 and REACH 1906/2006;
- For samples requiring controlled temperature, the shipment and transport must ensure that the samples are monitored in compliance with the sample storage conditions (e.g. datalogger);
- Specifically, the package must be labelled with the “**GMP SAMPLE**” label provided by Neutron Laboratory;
- The same label must also be placed inside the package together with the **accompanying letter** including:
 - a description of the samples;
 - reference quotes;
 - undertaking of the regulatory aspects of the activity;
 - **product safety data sheets or other details concerning the nature of the product and the risks associated with its handling. We also emphasize the importance of reporting pictograms and hazard statements on the samples, and of packaging them properly to prevent accidental releases.**