

CANADA & PUERTO RICO SHIPPING INSTRUCTIONS

Please Note: Specimens should be shipped **Monday - Thursday only** unless specified on the test kit. **PLEASE CALL FedEx®** first or go to **www.fedex.com** to determine when the earliest pick-up time will be for your address (in some areas, pick-up may not be available until the following business day).

- 1. Go to www.fedex.com** or **CALL FedEx** at 1.800.463.3339 to schedule a pick up. Bypass the FedEx automated attendant and speak with a FedEx representative as follows:

FedEx automated attendant: “Welcome to FedEx. If you know the service you’d like, please say it now.”

You say: “International Representative.”

Inform the representative that you have a one-time pick-up at your address.

The FedEx representative will then ask you questions to schedule your pick-up.

- 2. ON THE INTERNATIONAL AIR WAYBILL**

IN SECTION #1 “From,” WRITE the date, your name, address, and telephone number.

IN SECTION #3 “Shipment Information,” please fill in “Total Packages.”

IN SECTION #9 “Required Signature,” please sign your name.

- 3. REMOVE ONLY ONE TRACKING # LABEL** from the side of the Air Waybill and **PLACE** it on the commercial invoice where it says “Air Waybill No.” in the top right hand corner. **WRITE** the same tracking # on the remaining two commercial invoices.
- 4. WRITE** the date, your name, address, and telephone number on each of the three copies of the commercial invoice. **AT THE BOTTOM OF EACH COMMERCIAL INVOICE** sign your name and write the date. You may also access this form at **www.metametrix.com** under “International” or “How to Order.”
- 5. PLACE** all **three** copies of the commercial invoices and the FedEx International Air Waybill in the shipping envelope.

Important: Make sure the Air Waybill is viewable and the three Commercial Invoices are behind the Air Waybill.

- 6. PLACE** the specimen collection kit box into the FedEx Express Clinical Lab Pak mailer and seal. **PEEL** the paper off the back of the shipping envelope and attach to the Lab Pak mailer.

PLEASE NOTE

- International prepaid airbills are for use only in Canada and Puerto Rico. (Please see US Shipping Instructions on the reverse)
- **Holiday shipping:** Do not ship your specimen the business day before a US or Canadian national holiday.
- Ship to:
Metametrix Clinical Laboratory
3425 Corporate Way
Duluth, GA 30096, USA
- There is a \$50 charge for a missing specimen.
- There is a \$15 charge for re-submittal due to an improper specimen.
- All tests must be ordered by healthcare professionals only.
- Please contact your healthcare professional for lab results.