

US SHIPPING INSTRUCTIONS

Please Note: If your kit contains a FedEx Billable Stamp that is **orange** on the left side, your sample requires an overnight shipment. Please ship your specimen **Monday - Thursday only**. If your kit contains a FedEx Billable Stamp that is **gray** on the left side, your sample can ship over the weekend. You can ship your specimen **Monday - Friday**. **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: “Representative.”

Inform the representative that you have a “Billable Stamp.” The FedEx representative will then ask you questions to schedule your pick-up.

2. WRITE the date, your name, address, and telephone number in the “**From**” section on **the right-hand side** of the FedEx® Billable Stamp (shipping label). Do not make any other changes to the stamp or sign the “**Release Signature**” area.

3. PEEL off the adhesive backing on the FedEx Billable Stamp.

Important: Retain the shaded, left-hand side of the Billable Stamp. This is your customer receipt for tracking purposes.

4. ADHERE FedEx Billable Stamp onto the FedEx Express Clinical Lab Pak mailer.

5. PLACE the specimen collection kit box into the FedEx Express Clinical Lab Pak mailer and seal.

PLEASE NOTE

- **Holiday shipping:** For orange billable stamps, do not ship your specimen the business day before a national holiday. For gray billable stamps, do not ship your specimen 2 business days before a national holiday.
- Domestic prepaid airbills are for use only in the United States.
- If shipping from US territories or internationally, you must arrange for your own shipping. (Please see Canada & Puerto Rico Shipping Instructions on the reverse)
- Ship to:
Metamatrix 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.



Call 800.221.4640 or visit our website at www.metamatrix.com