

# Shipment of Customer Samples to Microsynth AG

Dear Customer

When shipping samples from Austria to Microsynth AG in Balgach, Switzerland, you have following possibilities:

## Tracked Shipment via Express Delivery Managed by Customer

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Arrange shipment of your samples via your preferred courier service provider as an international shipment to following address:

Microsynth AG  
Your offer number  
Schützenstrasse 15  
9436 Balgach  
Schweiz

Contact persons at Microsynth AG in Balgach, Switzerland:

Lara Sieber and Monika Raschle

Email: [info@microsynth.ch](mailto:info@microsynth.ch)

Phone: +41 71 722 83 33

Please add to the shipment a pro-forma invoice with a small amount in EUR for customs (preferably EUR 10.- but in any case below EUR 50.-). For customs purposes, please state: 'non-hazardous, non-restricted, not dangerous' (possibly supplemental with „for research only, with no commercial value“).

## Tracked Shipment via Express Delivery Managed by Microsynth AG

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If you want to delegate shipment of your samples via express to Microsynth AG in Balgach, Switzerland, please provide us ([info@microsynth.ch](mailto:info@microsynth.ch)) with following information:

- |                                |                           |                         |
|--------------------------------|---------------------------|-------------------------|
| • Weight of envelope or parcel | • Phone                   | • Commodity             |
| • Dimensions                   | • E-Mail                  | • Place of origin       |
| • Customer address             | • Place of desired pickup | • Value                 |
| • Responsible person           | • Time frame for pickup   | • Weight of the samples |

Once you have forwarded above requested information to us, you will receive all necessary documents by email. You then just have to print them out and place them on your envelope or parcel. For this service we will charge a fee of EUR 150.- on the final invoice.

Cooled shipments are usually picked up Mondays through Wednesdays, only!

## Shipment of Envelopes/Letters to Microsynth 's PO Box in Wolfurt, Austria (No Tracking)

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Envelopes or letters can be sent to our PO Box in Wolfurt if they fulfill following requirements:

- maximum weight is  $\leq 1$  kg
- maximum dimension is: 35.3 cm (length) x 25 cm (width) x 5 cm (height)
- must be sent by Austrian Post (**no express or courier delivery**) to following address:

Microsynth AG  
"Desired Service"  
Postfach 58  
6961 Wolfurt-Bahnhof  
Austria

## Need More Information?

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In case you need help or more information, please do not hesitate to

- call us at +41-71-722 83 33
- or email us at [info@microsynth.ch](mailto:info@microsynth.ch)