

# Shipment of Customer Samples from Germany to Microsynth AG

Dear Customer

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

## Tracked Shipment via Express Delivery Managed by Customer

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

Microsynth AG  
"Analytical Department"\*  
Schützenstrasse 15  
9436 Balgach  
Schweiz

Contact persons at Microsynth AG in Balgach, Switzerland:  
Monika Raschle or Lena Lutz  
Email: [info@microsynth.ch](mailto:info@microsynth.ch)  
Phone: +41 71 722 83 33

Please include a pro-forma invoice with a small amount in EUR for customs purposes (preferably EUR 10, but in any case below EUR 50). On the invoice, please state: "non-hazardous, non-restricted, not dangerous" (you may also add "for research only, with no commercial value").

\*Your sales manager will provide you with this information.

## 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:

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|----------------------------|---------------------------|---------------------|
| • Total weight of shipment | • E-Mail                  | • Value             |
| • Dimensions               | • Place of desired pickup | • Weight of samples |
| • Customer address         | • Time frame for pickup   | • Weight of dry ice |
| • Responsible person       | • Commodity               |                     |
| • Phone                    | • Place of origin         |                     |

Once you have provided the requested information, you will receive all necessary documents via email. Simply print them out and attach them to your envelope or parcel. Please note that Microsynth charges a fee for sample pickups (whether on dry ice, cold chain, or at ambient temperature) via express courier service. Additionally, you are responsible for organizing any dry ice or cooling materials.

Dry ice and cold chain shipments are typically scheduled from Monday to Wednesday to ensure arrival by Friday at the latest.

## Instructions for Shipment of Samples on Dry Ice

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If sending samples on dry ice, calculate the correct amount to preserve your samples until delivery. During shipment approximately 0.1 kg dry ice evaporates per hour.

Shipment Time (Days)	~ Dry Ice Mass (kg)
1	2.4
2	4.8
3	7.2
4	9.6

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

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Envelopes or letters can be sent to our PO Box in Lindau 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 Deutsche Post (**no express or courier delivery**) or to following address:

Microsynth AG  
"Analytical Department"\*  
Postfach 3351  
88115 Lindau

\*Your sales manager will provide you with this information.

## Shipment of Parcels to Microsynth 's Packing Station in Lindau, Germany (No Tracking)

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Parcels can be sent to our packing station if they fulfill following requirements:

- maximum weight is  $\leq 10$  kg
- maximum dimension is: 75 cm (length) 60 cm (width) 40 cm (height)
- minimum dimension is: 15 cm (length) 11 cm (width) 1 cm (height)
- dry ice shipments are **not allowed**
- must be sent by Deutsche Post DHL (**no express or courier delivery**) to following address:

Denise Schmidheini  
Microsynth AG / XXXXXXX<sup>1</sup>  
Postnummer 1028174946  
Packstation 103  
88131 Lindau

<sup>1</sup> Indicate the business unit in which the samples are to be processed (e.g. NGS).

### Important note:

Usually this shipment does not include tracking. If you receive a tracking number, please forward it to Microsynth. When shipping temperature-sensitive samples, please always ship between Monday and Wednesday so that they arrive no later than Friday.

## 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)