



HOW TO SEND THE SAMPLES TO ALS LABORATORY FROM THE COUNTRIES OUTSIDE EU

General information

The best way how to send us the samples is using DHL services. ALS-DHL Express service is based on special contract between ALS and DHL.

The standard storing and handling conditions and required sample volume for each analysis are described in the Offer of Contract. Otherwise, if not specified in the offer, the transport costs are not included in ALS prices.

Transport by DHL service

If using ALS-DHL service, follow the procedure below. The transport costs will be re-invoiced to you without any additional charge. Please contact Customer Services Department on phone number **+420 226 226 998** or per e-mail: **czsupport.food@alsglobal.com** for transport costs estimate.

How to use ALS - DHL service for transport of samples:

1. To order a transport through ALS-DHL service, please, contact DHL in your country (for contact – free line, or, in necessary situation, contact DHL Czech Republic **+420 840 103 000** and order the collection of your consignment.
2. Please, fulfil the Air Waybill (DHL courier will deliver some and help you) and mention the client number **955589692**.
3. Fulfil the address for delivery: ALS Czech Republic, Na Harfě 336/9, 190 00 Praha 9, Czech republic and contact information.
4. In case you want to have your consignment with samples insured, please introduce it on Air Waybill. There is a special box on the paper, it should be checked. Also DHL courier should be aware of it. It can be **insured** for the value of 1%

of the shipment value.

5. In case you send glassware, please give notice to DHL courier about this fact.
6. Please, provide temperature indications for the samples.

If you are sending consignment from country outside EU, please, do not forget, that you have to attach the Commercial/Proforma invoice with following information: description of consignment (e.g. "Soil/water/food samples for scientific purposes chemical analyses only"); remark: "The material is neither explosive, flammable, radioactive, non-hazardous and does not require special spill, leak or disposal procedure"; total value for 1 package: max. 22Euros – Value for Customs purpose only.

Instructions for packaging

Protection against breakage and spilling (using bags, bubble wrap);

- Fixing of the samples in the box (polystyrene foam);
- Samples should be cooled/frozen as needed, using cooling inserts. Put the samples to the box already frozen just before sending/shipment.

We can provide you transport bag with cooling inserts, if you send the cooled/frozen samples.

Instructions for sample transport using ALS transport bags

1. For solid food samples:

- put the cardboard box to the bag, use bubble wrap to pack and fix the samples;
- if you send frozen samples, insert 6-8 cooling inserts to the box.



CoC should be attached in the box.

If you send cooled samples, we can report the temperature of the samples in the SRN.

2. For bottles, liquid samples, canned products, glass packages:

- put the cardboard box and box divider to the bag;
- insert the cooling inserts to the side and on the top of the divider. For frozen samples use 6-8 cooling inserts.



Permission for the animal origin samples: (necessary for the samples sent outside EU)

In case you send the animal origin samples, we are able to manage all necessary documents for easy transport from you to our laboratory. All we need from you is to send us filled document: Information to application form, which we provide you.

Keeping this procedure should guarantee smooth transport of your samples to our laboratory.

For more information about using our transport boxes or about transport conditions, don't hesitate to contact us.