

General shipment recommendations

- Before sending samples please visit the Order Portal and submit the order form. Provide a PRINTED version of your order form with the shipped samples. **Samples received without an order form may cause delay in project and additional fees may apply.**
- Shipment by regular post is NOT recommended. Kindly only use **ADR certificate couriers** such as DHL.
- Please share track & trace number and your email with your BaseClear contact person.
- The package & shipment is client's responsibility.
- These are general shipment guidelines, and so kindly check with your shipper for detailed explanations and requirements as they differ per courier and country/state of origin.

Biosafety regulations:

BaseClear can only process micro-organisms of biosafety Class I and II according to European regulations. The customer has the responsibility not to ship samples that might contain class III or IV organisms according to EU directive 2000/54/EU. For Class III and IV organisms, only deactivated cells (in Shield solution) or DNA and RNA can be provided. RNA from RNA viruses cannot be send intact but can be send in Shield solution. Provide samples in clean tubes. Extra fees may apply for additional decontamination work. Contaminated samples may be destroyed and an additional fee will apply.

Postal address:

BaseClear B.V.
Attn. Expedition
Galileiweg 4
2333 BD Leiden
The Netherlands.

✉ labsupport@baseclear.nl
☎ +31 (0)71 523 3917

CHECKLIST FOR SHIPMENT

1. Include 3 copies of the proforma (or minimal-value commercial) invoice.
2. You can find an example proforma/commercial invoice with BaseClear details for your reference here at the Order Portal (see document: "Example proforma_commercial invoice.docx"). ADR certified suppliers like DHL have an online alternative to generate invoices at <https://www.dhlexpress.nl/invoicegenerator/en>
3. Package should clearly mention that the samples are exclusively used for scientific research purposes and/or diagnostic testing.
4. Kindly use labsupport@baseclear.nl as BaseClear's primary contact email address when preparing/registering the shipment.
5. Print-out & attach BaseClear's web-order form.
6. When samples are shipped with ZYMO DNA/RNA shield (to inactivate microbes), please include the MSD (see pdf file on the Order Portal: "MSDS_2.pdf").
7. For dry-ice shipments, kindly include 'UN1845 sticker' on the package.
8. Indicate 'this side up sticker' on the package for the safety of samples.