

**Sample shipment instructions**

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Please follow the instructions below when sending your samples to SIA CrossChem Laboratory.

- **Make sure you have enough sample material for the tests.** Standard sample volume should be 1000 ml (1 L). If you are concerned that your sample volume is too small, then please contact us for advice.
- **Label samples clearly and unambiguously, preferably with printed sample labels rather than handwritten ones.** Label each sample with a simple, unique identifier (eg sample X, 1 or 2) and other additional information as required – see CCL\_OD\_6\_EN “Recommendations of AUS32 sampling”. Pack your samples into containers that can withstand the shipping and are safe with any spillages (Spillage proof), or to make your sample containers spillage proof, put them in a sealed bag.
- **Package samples in containers that can withstand shipping and are leak-proof (tight) or, to make sample containers spill-proof, place them in a sealed bag.**
- **If you have the Safety Data Sheet (SDS) for the sample, please include it in the shipment.**
- **Print the order confirmation email (if have one) and send it to us together with your samples.**
- **Fill in the “Customer sample registration form” provided by us and include it in the shipment or send the filled form electronically via email.**
- **Create a shipment and agree on the delivery time with the desired courier or postal worker.** Note: Courier services are almost always faster, more reliable and reasonably priced. Attach the special label to the shipment package (after completing the shipment order).
- **If more convenient sample pickup service is required (worldwide), we offer to use our DHL import number.** Create shipment with myDHL account, fill in all the relevant information and arrange the parcel pick up time. In this case shipment expenses will be lower than standard prices of most courier companies. By using our DHL import number, the fastest delivery option is chosen by default. At the end you will be invoiced for courier service together with testing expenses in one single invoice.

If you send samples **from outside of the EU or UK area**, please note the following:

- **Samples must be declared to customs.** To prevent shipping clearance delays, please give the value of the samples as 1 EUR only. Describe the samples as “XXX sample for destructive testing”, where XXX is a short (1–5 word) description, understandable by a non-expert in the field.
- The following information needs to be included:
- An accurate goods description for each item in the shipment. What is it? What is it made of? What is it intended for?
- Please provide us with the **shipment tracking number** so we can help to clear the customs as soon as possible to avoid delays. Include the Offer ID and e-mail.

**Exact delivery address:**

**SIA CrossChem Laboratory**  
Reg. No.: **40003888244**  
Address: **“Naftaluka”, Olaine pagasts, Olaines novads, LV-2127, Latvia**  
Contact person: **Ģirts Betmanis: +371 26463040; +371 28834444**  
Email: **lab@crosschem.lv**