

Delivery address:

Biosafe – Biological Safety Solutions Ltd.
 Microkatu 1 M
 70210 Kuopio
 FINLAND

For further questions, please contact your Project Manager.

Instructions for packaging and shipping of samples and other items

[See the video clip on our website.](#)

The sample should be packed carefully to minimize damages during transport. The customer is responsible for the samples during the shipment. Please check also documents “Sample requirements for each test” and “Sample/product information” on our website. RT = room temperature

Sample type	Packing/shipping
Liquid samples Bottles/vessels of samples, reagents, culture medium (agar or liquid medium)	<ul style="list-style-type: none"> Plastic bag for plastic bottle or vessel, bubble wrap for glass bottles Cooling with ice packs (dry ice, if needed): samples, culture medium in polystyrene box RT depending on the material in a box or padded envelope
Solid samples Freeze dried samples (e.g. microbes, solid growth medium, amino acid or protein samples)	<ul style="list-style-type: none"> RT in a padded envelope or in a box
Viable microorganisms	<ul style="list-style-type: none"> Preferably as freeze-dried cultures at RT in a padded envelope Agar plate sealed with plastic wrap or slant culture both in a plastic bag either in cold in a polystyrene box with ice packs or at RT depending on the sensitivity of the strain Cryostocks, DMSO or glycerol stock in a plastic bag in a box or polystyrene box with dry ice.
Note: If the sample is sent using dry ice or ice packs, the transport time (holidays, weekends) should be taken into consideration to prevent melting.	
Note: Biological warning label should be added on the box when shipping viable microorganisms.	

Importing from a non-EU country: exempt from import duties for goods imported for research or test use

Instructions to apply for exemption from customs duty can be found here: <https://tulli.fi/en/businesses/import/goods-imported-for-research-or-test-use>

Open the “Points to consider” to view information to be included in the customs declaration.

Selecting a courier service

To ensure fast delivery and easy customs proceedings, please use an international courier service and do not send samples via regular mail.

Information of shipping

Please inform Biosafe about the date of sending the package and provide other necessary information including shipment tracking code, which helps Biosafe to be prepared for its arrival. The tracking code can be sent to lab@biosafe.fi or your Project Manager.

Acknowledgment of arrival

The arrival of the samples is acknowledged by Biosafe within one day by e-mail if the laboratory has been informed by the client previously (accepted quotation, sample material, tests etc.).

Storage of the samples after arrival

Unless more detailed information about the storage conditions have been given in advance to Biosafe, the sample’s storage temperature (room temperature, refrigerator, deep freezer) will be decided based on the shipment temperature.