

INTERNATIONAL SAMPLE SHIPPING INSTRUCTIONS

Below, you will find all the steps involved in the shipping process.

To ensure your genetic samples are processed smoothly and on time, please read carefully and follow these steps:

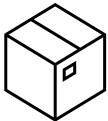
1. Checklist:



- **Labeled Patient Sample:** Label with patient's full name and date of birth.
 - **Order Form:** Include the completed [Test Request Form](#).
 - **Consent Form:** Include the signed [Patient Consent Form](#).
 - **Verification:** Confirm patient's name, submitting physician's details, invoice recipient.
 - **Clinical & Family History:** Include clinical and family history of a patient in detail.
-

2. Packaging:

Ensure the following:



- **Primary:** Secure the samples/ tubes in a safety package (e.g., zipped bag).
- **Secondary:** Place in a sturdy box (dimensions should not exceed 12x12x12cm) with cushioning to prevent movement.
- **Final:** Please label the box with UN3373 for shipping.

➤ You can order the **Sapiens Transfer Box** with a UN3373 label if needed.

The estimated shipping time of boxes to your location is 10-15 days.

Please contact us at international@sapiens.com.tr, info@sapiens.com.tr or through our [Contact page](#).

3. What to write in the shipping description?



- "Human Blood Sample for Diagnosis, UN3373 biological substance category B, non-hazardous/non-infectious."
-

4. Proforma Invoice:

- For international shipments, a Proforma Invoice showing the cost must be prepared.
- You can easily prepare this at the last step when creating a shipment on the cargo companies' page. *See item 5.*



OR

- [Click here to Download Proforma Invoice Template](#)
 - **Invoice Amount** should be **1 USD**.
-

5. Courier Coordination (DHL or FedEx):

DHL/FedEx Account Setup:



- Sign up or log in a DHL or FedEx account for faster processing.
- **Sapiens DHL Account Number:** 343988573
- **Sapiens FedEx Account Number:** 681494340

OR

- You can reach out to DHL/FedEx through the support line available in your country for assistance.

6. Steps for Shipment Creation:

1. Prepare Shipment Details:

- Enter the sender and recipient details, including name, address, and contact information.

2. Proforma Invoice:

- You can generate the invoice through the courier's system or upload it from the link we provided manually if necessary.

3. Schedule a Pickup:

- Via the courier's platform, you can schedule a pickup easily. Pickups typically occur within 3-5 business days.

4. Courier Handover:

- Provide three copies of the invoice and the sample to the courier.



Courier Coordination & Shipment Creation

[Click Here to see DHL Instruction Video](#)

7. Recipient Details

Send samples to:

- **Recipient:** **SAPIENS GENETIK VE SAGLIK HIZMETLERI A.S.**
- **Address:** Eski Buyukdere Cad. IZ Plaza GIZ No:9/6, 34398 Maslak, Istanbul, TURKIYE
- **Phone:** +90 212 276 01 66
- **Email:** international@sapiens.com.tr, info@sapiens.com.tr
- **DHL Account Number:** 343988573
- **FedEx Account Number:** 681494340



8. Communication and Receiving Results:

- **Notification:** Please send your shipment tracking information via e-mail to international@sapiens.com.tr.
- **Results:** Results will be emailed to the provider.

