



Domestic packages can usually be shipped same-day if all information is received by 10 am.

International packages require customs documents that may take 1-2 days of lead time.

Cold shipments should be shipped early in the week to minimize weekend delays.

Email required documents, package dimensions and weight, if applicable, to [Neiven Timothaws](#) or [Boun Thai](#).

Packages are picked up by FedEx at Dental Sciences Dock, DSB 0037) *before* 2:30 pm daily.

A EIN/Tax ID/VAT is NOT the FedEx account number. It is required for all large institution or business recipients.

If shipping to the U.S., Complete [CDC Non-Infectious Materials Attestation](#)

If using Dry Ice, Complete & Affix [Dry Ice Label](#)

Allow >24 hrs for Customs forms