



MOSAIC™
DIAGNOSTICS
Formerly Great Plains Laboratory



Shipping Information

Outside the United States

- **Your sample(s) should already be packaged** into either the Test Kit Box or the Purple Bubble Mailer. If not, please refer to your collection instructions.

As a friendly reminder, test kits should only be shipped Monday-Tuesday.



- **Complete the Shipping Documents:**

- **The Commercial Invoice** required by customs is now included with the electronic label. No action is required by you.

- **Declaration of Biological Shipments**

- (required for India and Australia only)

- Please list MosaicDX as the "consignee," indicate that the sample is for "lab research/human non-infectious," and specify the type of sample (i.e., urine, hair, stool, etc.)
 - On the second page, you should enter your information as "declarant." This includes your name, contact information, and email address as directed.

CDC Statement is required for some Countries. If required, it will be included with your test kit.



For additional details regarding Customs Documents and shipping estimates, scan the QR Code or visit MosaicDX.com/shipping

- **Shipping charges will be assessed once the test kit(s) arrive to MosaicDX.**

- Shipping costs and test costs (unless prepaid) will be billed to the payment method supplied. For shipping estimates, scan the QR code on page 2.
- Shipping charges are established by UPS and may vary by country and subject to change without notice.



Ship all your samples in a single package to avoid multiple shipping charges.

- **Always use the official MosaicDX Shipping Label**

- If your shipping label is missing or damaged, contact MosaicDX at customerservice@mosaicdx.com. Incorrectly labeled packages may be delayed or rejected by US Customs.
- MosaicDX cannot be liable for international shipments that are lost or delayed for any reason.

- **Prepare your Package:** 

Attach the clear pouch to the outside of either the Laboratory Shipping Pak or the Purple Bubble Mailer, where it will not interfere with the label. Place the Commercial Invoice, and any other shipping documents inside. You are now ready to ship!

- **Take packaged sample(s) to a UPS Store.** Do not use a UPS dropbox. If taking to a UPS Access Point, ensure the location is equipped to handle express shipments. For help, visit www.ups.com/dropoff to help find a location near you. You may also request a UPS pick-up by visiting UPS.com/healthcare. Inform the UPS agent that you have an “Import Control Return Package” ready for pickup.
- **Write down and save the tracking number for your assurance.**