

BioPoint Shipping Policy

Ex Australia

- *Cryptosporidium* and *Giardia* Products are shipped at ambient temperature.
- BioPoint packaging is sufficient for up to 10 days unrefrigerated*.
- The products will arrive at ambient temperature. This is normal and acceptable.
- BioPoint products are stable at ambient temperatures.
- All shipments are tracked daily by BioPoint to monitor delivery time and to ensure product reaches customers within 10 days. Typical delivery time is 3-5 days.
- Upon receipt of delivery, transfer products to the refrigerator (do not freeze).
- If contacted by FedEx for additional customs clearance information or a Power of Attorney, we recommend our customers nominate FedEx as their broker to ensure the fastest clearance. Delays may occur if customers use an alternative broker.
- BioPoint reserves the right not to refund any products that are delayed in the shipping process if the cause of the delay is due to a clearance delay at customs.
- To validate the 10 day stability, BioPoint has:
 - Designed and chosen specific packaging materials to suit the shipment of C&G products
 - Conducted stability trails on C&G products
 - Undertaken global shipping trials using data loggers in all seasons.

Ex US Inventory

- *Cryptosporidium* and *Giardia* Products are shipped at ambient temperature.
- Packaging is sufficient for up to 48 hours*.
- The products will arrive at ambient temperature. This is normal and acceptable.
- BioPoint products are stable at ambient temperatures
- Upon receipt of delivery, transfer products to the refrigerator (do not freeze).
- To validate the 48 hour stability, BioPoint has:
 - Designed and chosen specific packaging materials to suit the shipment of C&G products
 - Conducted stability trails on C&G products
 - Undertaken global shipping trials using data loggers in all seasons.

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