

# Shipment of Customer Samples from Germany to Microsynth AG

Dear Customer

When shipping samples from Germany to Microsynth AG in Balgach, Switzerland, you have following possibilities:

## Tracked Shipment via Express Delivery Managed by Customer

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Arrange shipment of your samples via your preferred courier service provider as an international shipment to following address:

Microsynth AG  
Your offer number  
Schützenstrasse 15  
9436 Balgach  
Schweiz

Contact persons at Microsynth AG in Balgach, Switzerland:

Lara Sieber and Monika Raschle  
Email: [info@microsynth.ch](mailto:info@microsynth.ch)  
Phone: +41 71 722 83 33

Please add to the shipment a pro-forma invoice with a small amount in EUR for customs (preferably EUR 10.- but in any case below EUR 50.-). For customs purposes, please state: 'non-hazardous, non-restricted, not dangerous' (possibly supplemental with „for research only, with no commercial value“).

## Tracked Shipment via Express Delivery Managed by Microsynth AG

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If you want to delegate shipment of your samples via express to Microsynth AG in Balgach, Switzerland, please provide us ([info@microsynth.ch](mailto:info@microsynth.ch)) with following information:

- |                                |                           |                         |
|--------------------------------|---------------------------|-------------------------|
| • Weight of envelope or parcel | • Phone                   | • Commodity             |
| • Dimensions                   | • E-Mail                  | • Place of origin       |
| • Customer address             | • Place of desired pickup | • Value                 |
| • Responsible person           | • Time frame for pickup   | • Weight of the samples |

Once you have forwarded above requested information to us, you will receive all necessary documents by email. You then just have to print them out and place them on your envelope or parcel. For this service we will charge a fee of EUR 50.- on the final invoice.

Cooled shipments are usually picked up Mondays through Wednesdays, only!  
Dry Ice shipments on request.

## Shipment of Envelopes/Letters to Microsynth 's PO Box in Lindau, Germany (No Tracking)

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Envelopes or letters can be sent to our PO Box in Lindau if they fulfill following requirements:

- maximum weight is  $\leq$  1 kg
- maximum dimension is: 35.3 cm (length) x 25 cm (width) x 5 cm (height)
- must be sent by Deutsche Post (**no express or courier delivery**) or to following address:

Microsynth AG  
Your offer number  
Postfach 3351  
88115 Lindau

## Shipment of Parcels to Microsynth 's Packing Station in Lindau, Germany (No Tracking)

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Parcels can be sent to our packing station if they fulfill following requirements:

- maximum weight is  $\leq$  10 kg
- maximum dimension is: 75 cm (length) 60 cm (width) 40 cm (height)
- minimum dimension is: 15 cm (length) 11 cm (width) 1 cm (height)
- dry ice shipments are **not allowed**
- must be sent by Deutsche Post DHL (**no express or courier delivery**) to following address:

Denise Schmidheini  
Microsynth AG / XXXXXXX<sup>1</sup>  
Postnummer 1028174946  
Packstation 103  
88131 Lindau

<sup>1</sup> Indicate the business unit in which the samples are to be processed (e.g. NGS).

### Important note:

Usually this shipment does not include tracking. If you receive a tracking number, please forward it to Microsynth. When shipping temperature-sensitive samples, please always ship between Monday and Wednesday so that they arrive no later than Friday.

## Need More Information?

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In case you need help or more information, please do not hesitate to

- call us at +41-71-722 83 33
- or email us at [info@microsynth.ch](mailto:info@microsynth.ch)