

# Shipping your samples Guide

Ship from anywhere in the world!

For specific sample preparation and packaging instructions, please review the relevant sample submission protocol ([DNA samples](#), [strain samples](#)).

## Shipping conditions

### DNA Samples

- The contents should be clearly described as non-hazardous and non-human.
- Can be shipped at ambient temperature (for transit time of 1-2 days).
- Shipping at 4°C (blue ice) is recommended if
  - transit times are expected to be > 2 days.
  - samples might be exposed to warm temperatures in transit.
  - you have eluted your samples in water rather than a buffer.
- For extended transit times please consider using dry ice.

### Strain Samples (*in DNA/RNA Shield inactivation buffer - DRS*)

- The contents should be clearly described as: Whole Cell Lysate (WCL), NON-HAZARDOUS inactivated cells, RESEARCH USE ONLY.
- Can be shipped at ambient temperature (for transit times of 5-7 days).
- Shipping at 4°C (blue ice) is recommended if longer transit times are expected.
- Please read the manufacturer's Safety Data Sheet for DRS (available on the manufacturer's website<sup>2</sup>) before handling the DRS tubes.
- Strain samples sent to MicrobesNG are exempt from the infectious substances category for transport and labelling because the DNA/RNA Shield inactivation buffer lyses the bacteria<sup>3</sup>.

## Arranging shipment

### Using a MicrobesNG & PlasmidsNG drop box

Simplify sample drop-off with our convenient drop box network:

- Experience hassle-free sample shipment.
- No postage costs or courier bookings.
- Unlock a new level of convenience!

If you are not sure about the collection days and times, please contact us at [info@microbesng.com](mailto:info@microbesng.com).

---

<sup>2</sup> [https://files.zymoresearch.com/sds/dna\\_rna\\_shield\\_ce\\_eu.pdf](https://files.zymoresearch.com/sds/dna_rna_shield_ce_eu.pdf) (last accessed on 14/06/2023)

<sup>3</sup> <https://www.gov.uk/government/publications/packaging-and-transport-requirements-for-patient-samples-un3373/packaging-and-transport-requirements-for-patient-samples-un3373> (last accessed on 14/06/2023)

If you want a drop box in your institution, please read our [customer drop box criteria and guidance](#) and register your interest [here](#), and a member of our team will contact you to get the process started.

### Other shipping options

We recommend using a courier or recorded delivery to ensure full tracking and trace of your consignment. It is your responsibility to book and pay for the delivery.

You can also deliver your samples in person, Monday to Friday, between the hours of 08:00 to 16:00 (excluding UK Bank Holidays). There is a designated space in reception for you to leave your samples; please ask at reception.

Please drop us a quick email to let us know that the samples are on the way and provide us with the tracking number if available.

- **Our email address:** [info@microbesng.com](mailto:info@microbesng.com)
- **Our full postal address:**  
Laboratory Services  
MicrobesNG  
Units 1-2, 1st Floor, The BioHub  
Birmingham Research Park  
97 Vincent Drive  
Birmingham  
B15 2SQ  
UK  
Tel: +44 (0)121 295 1910

## Sending samples from outside the UK - Customs & Labelling your package

If you send samples from outside the UK, you must prepare them for customs clearance. An example of the customs declaration form that we use to send tubes to our overseas customers can be found [here](#)<sup>4</sup>.

Check with your chosen courier company, to confirm the exact documents that need to be attached to your package for customs clearance (e.g. customs declaration form) and if there is any further information you need to provide so that the consignment is not delayed in customs.

Please note that you might need to pay for customs clearance once the tubes for strain samples reach your country (for strain projects). Of course, we will pick up the customs costs at our end for the clearance of your samples to allow for prompt delivery.

## HS Codes

A harmonised commodity code is usually required for international shipments.

Further information can be found at: <https://www.trade-tariff.service.gov.uk/> (last accessed 14/06/2023)

---

<sup>4</sup> <https://www.postoffice.co.uk/mail/customs-forms/CN22-form-guide> (last accessed on 14/06/2023)

- **When sending us DNA:**
  - Description of goods: DNA Samples for Next Generation Sequencing - NON-HAZARDOUS, RESEARCH USE ONLY.
  - Commodity code: **2934999090**
- **When sending us strains in DNA/RNA shield inactivation buffer:**
  - Description of goods: Whole Cell Lysate (WCL), NON-HAZARDOUS inactivated cells, RESEARCH USE ONLY.
  - Commodity code: **3002490080** (*Previously: 3002909090*)

## Delivery of samples

Consignments can be received Monday-Friday between the hours of 08.00 - 16.00 (excluding UK Bank Holidays).

Please note that there are no staff available to accept deliveries during the weekend.