



Dear Valued Customer:

IDEXX is committed to providing you with the highest quality diagnostic products, delivered to your practice when you need them. As part of this commitment, we provide overnight shipment of all SNAP® test kits for delivery the following day (except for those orders placed on Friday and over the weekend).

Because temperatures vary across the United States, especially during summer months, we've performed stability studies as part of our development process. These studies include heat-stress testing to ensure that our kits can withstand reasonable shipping stress and that their performance isn't compromised after exposure to various temperatures. In addition, to ensure our products are shipped in a manner that maintains packaging integrity and product quality, we also recommend that:

- SNAP® 4Dx® Plus, SNAP® Heartworm RT, SNAP® FIV/FelV Combo, SNAP® *Giardia*, SNAP® Parvo, SNAP® cPL™, SNAP® Lepto, PetChek® Heartworm PF Antigen, and SNAP® Foal IgG test kits shipped at ambient temperature **arrive within 48 hours** of shipment.
- SNAP® fPL™ and SNAP® Feline proBNP test kits shipped on ice **arrive within 48 hours** of shipment.
- SNAP® Feline Triple® and SNAP® FeLV test kits shipped on ice **arrive within 36 hours** of shipment.
- PetChek® FIV and SNAP® Cortisol test kits shipped on ice **arrive cold within 24 hours** of shipment.

**Be sure to store all SNAP test kits appropriately, immediately upon receipt.** For more information on how to properly store your SNAP test kits, please review the product inserts.

Your satisfaction is our goal. If you have any questions, feel free to contact IDEXX Customer and Technical Support at 1-800-248-2483. We appreciate your business and look forward to serving you in the future.

Sincerely,

IDEXX Laboratories, Inc.