



HOW TO SEND THE SAMPLES TO ALS LABORATORY

General information

The samples can be sent to ALS by several ways (depending on the storing conditions for every individual analyses):

- **courier**
- **ALS-DHL Express service (based on special contract between ALS and DHL).**

The standard storing and handling conditions and required sample volume for each analysis are described in the Offer of Contract. Contact Customer Services Department for any help when sending samples.

If not specified in the offer otherwise the transport costs are not included in ALS prices.

Transport by DHL service

In case you want to use ALS-DHL service, follow the procedure below. The transport costs will be re-invoiced to you without any additional charge.

Please contact Customer Services Department on phone number **+420 226 226 998** or per e-mail: **czsupport.food@alsglobal.com**

How to use ALS - DHL service for transport of samples:

1. To order a transport through ALS-DHL service, please, contact DHL in your country (for contact – free line, or, in necessary situation, contact DHL Czech Republic +420 840 103 000 and order the collection of your consignment).
2. Please, fulfil the Air Waybill (DHL courier will delivery some and help you) and mention the client number 968 575 123.
3. Fulfil the address for delivery: ALS Czech Republic, Na Harfě 336/9, 190 00 Praha 9, Czech Republic and contact information.
4. In case you want to have your consignment with samples insured, please introduce it on Air Waybill. There is a special box on the paper, it should be checked. Also DHL courier should be aware of it. It can be insured for the value of 1% of

the shipment value.

5. In case you send glassware, please give notice to DHL courier about this fact.

6. If you are sending consignment from country outside EU, please, do not forget, that you have to attach the Commercial invoice with following information:

Description of consignment (e.g. "Soil/water/food samples for scientific purposes (chemical analyses only)").

Remark: "The material is neither explosive, flammable, radioactive, non-hazardous and does not require special spill, leak or disposal procedure".

Total value: max. 22Euros – Value for Customs purpose only.

Should you need further details please contact us.