



Please ship with DHL. The DHL shipment waybill supplied with your kit has been printed for you but you will need to complete the following steps:

- 1. Write your name in capital letters (MUST be your FULL name), sign and date the shipment waybill, directly above the bar code on the first page that says \*WAYBILL DOC\* at the top of the page.**
- 2. Make a note of the shipment waybill number (underneath the bar code) so you can track your shipment.**

**IMPORTANT NOTE:** If you are going to send your kit from a different address than the one printed on your return shipment waybill, you will need to email: [testkits@nordicgroup.eu](mailto:testkits@nordicgroup.eu) to request a new waybill, which will be emailed to you.

**To book your shipment, follow the steps on the reverse side of this card.**

**IMPORTANT:** Please note that you **DO NOT** require Commercial invoices as you are shipping from a UK address to another UK address.

If you have any questions, please email: [zm@nordicgroup.eu](mailto:zm@nordicgroup.eu)

1. Call DHL on 0844 248 0844 to organise the collection. You will be put through to an operating service and will be asked a series of options three times. You need to answer each step with the following answers:  
**Option 1:** Something Else, **Option 2:** Advisor, **Option 3:** Book a collection. You will now be put through to the Customer Service team and need to follow the below steps.
2. Arrange for a collection from the address which is printed on your return shipment waybill. DHL do not collect on weekends.
3. You will be asked to provide the address of the receiver, this is printed on the shipment waybill. The address is:  
**Simply Nature Ltd, 11 Old Factory Buildings, Battenhurst Road, Stonegate, East Sussex, TN5 7DU, England. Tel 01580 201687**
4. You will be asked who will pay for the shipment. Answer "Simply Nature Ltd" and provide the following account: 184420403. **Do NOT pay anything to DHL yourself.**
5. When asked which delivery option please answer "Medical Express". No other delivery option is necessary, even if DHL suggests so\*.
6. Provide the weight as 0.5kg. If asked for dimensions, say you do not have them.
7. If requested, the package contents should be declared as "Exempt Human Specimen not restricted as per IATA 3.6.2.2.3.8".
8. You will need to give DHL a pick-up time. The window of time they require differs from country to country and region to region. Normally it is between two and four hours. Someone will need to be present when DHL arrives.
9. Keep a note of the reference number DHL gives you for the pickup along with your shipment waybill number, found underneath the barcode.
10. Attach the waybill that says MEDICAL EXPRESS to your package.
11. When DHL arrives, give them the waybill that says WAYBILL DOC.
12. When we receive your sample, we will send an automated email to confirm receipt. If you do not receive this email within 4 days of shipping, please track your parcel at [www.dhl.com](http://www.dhl.com) and contact DHL if there is a delay. Use the waybill number which is underneath the barcode.