



IDEXX Reference Laboratories Ltd.

September 2017

Important Service Update

Laboratory Supplies Delivery

Dear Valued IDEXX Customer,

As part of our continuous improvement efforts, and after thorough evaluation, IDEXX Canada has made the decision to partner with **UPS Supply Chain Solutions** for the warehousing and distribution of our complimentary reference laboratory supplies.

Effective **September 13, 2017**, all lab supplies will be delivered by UPS, replacing our current delivery methods via contracted 3rd party drivers or Federal Express (FedEx). There will be no change to the way you order lab supplies or the time it takes to receive your lab supply orders.

If you have any questions regarding this change, please contact our Laboratory Customer Support Team at 1-800-667-3411, option 1, option 2, option 2.

Thank you for your support and loyalty.

Sincerely,

Bala Appanaickenpatti
Sr. Canadian Transportation Supervisor
IDEXX Reference Laboratories Canada