



August 2017

Important Service Update

Changes to Laboratory Supplies and Supply Request Form

Dear Valued IDEXX Customer,

At IDEXX, we are committed to providing the best possible service to our customers. To improve the **ordering and fulfillment process for our complimentary laboratory supplies** we have decided to remove a few items from our offering, adjust the order quantity for some items and switch certain other items to a different supplier. Please be assured that any item that has changed has been rigorously tested by IDEXX to ensure it performs just as the item we previously offered.

These changes will take place on **August 15, 2017** and after that you will notice that some of the lab supplies you receive have a slightly different appearance. For your reference, a **conversion chart** providing illustrations and descriptions of the supply items that have changed will be included with each shipment of lab supplies, for a limited time. This convenient reference document may also be found online at idexx.ca/reflabs.

The **Supply Request Form** will also be changing to reflect these changes and, as of August 15, 2017, this new version will replace all previous versions. You will notice that some item names will have slightly changed on the new form. A copy of the updated form follows this service update and, for a limited time, the form will also be included with each shipment of lab supplies. It will also be available online at idexx.ca/reflabs.

If you have any questions regarding these changes, 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.

IDEXX Reference Laboratories Canada Ltd.

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