



Dear Valued IDEXX Customer,

We are writing to inform you of an upcoming change that will impact telephone orders for reference laboratory supplies. To serve you better, this specific type of call will be automatically routed to our Inside Sales Team effective August 7, 2023. Reference laboratory supplies will continue to be complimentary, and with this change, orders for other IDEXX products and consumables can be placed with the same representative without the interruption of a transfer.

Inside Sales Team Hours of Operation

Monday–Friday	7:30 a.m.–9:00 p.m. ET
Saturday	8:00 a.m.–5:00 p.m. ET
Sunday	Closed
Statutory holidays	Closed

Orders can continue to be called in to 1-800-667-3411, option 1, option 3, option 2.

Please note that **IDEXX Online Orders** can be accessed 24/7 and provides easy, direct ordering of reference laboratory supplies.

- Easily find and reorder your frequently ordered products.
- Create convenient Scheduled Orders for automatic shipments.

Order today at idexx.ca/order. For assistance, call IDEXX Customer Support at 1-800-667-3411.

We sincerely appreciate your ongoing business with IDEXX. Please reach out directly to your local IDEXX Veterinary Diagnostic Consultant or IDEXX Customer Support if you have any questions.

All the best,

Douglas Perry

IDEXX Senior Director of Sales, Canada