

Dear Customer:

Thank you for your inquiry about the possible impact of heat stress during shipment of IDEXX diagnostic test kits. As part of our development process, we perform stability studies, including heat stress testing, to ensure that our kits can withstand reasonable shipping stress.

In our heat stress testing process, we measure the performance of kit components over time after exposure to various temperatures. On this basis, we ship our diagnostic kits as follows:

- A. Kits shipped at ambient temperature: SNAP® 4Dx® Plus, SNAP® FIV/FelV Combo, SNAP® *Giardia*, SNAP® Parvo, SNAP® cPL™, PetChek® Heartworm PF Antigen, SNAP® Foal IgG. These kits **must be received within 48 hours** of shipment. Store kits appropriately immediately upon receipt.
- B. Kits shipped on ice: SNAP® fPL™, SNAP® FeLV, SNAP® Feline proBNP, SNAP® Lepto<sup>†</sup>, PetChek® FIV, PetChek® FeLV. These kits **must arrive within 48 hours** of shipment. Store kits appropriately immediately upon receipt.  
**Note:** Any of the products listed in A and B may be packed in insulated containers with minimum 2-inch thick polystyrene foam and additional ice to extend shipping time to 72 hours.
- C. Kits shipped on ice: SNAP® Total T<sub>4</sub>, SNAP® T<sub>4</sub>, SNAP® Cortisol, SNAP® Bile Acids. These kits **must arrive cold within 24 hours** of shipment. Store kits appropriately immediately upon receipt.

Your satisfaction is our goal. If you have any questions, please feel free to contact IDEXX Customer Support at 1-800-248-2483.

We appreciate your business and look forward to serving you in the future.

Sincerely,

IDEXX Laboratories, Inc.

<sup>†</sup>Available in 2016.