

Memo no.: 2024-010
Date: 28-Mar-2024
Memo to: Clients
Re: Shipping Packages to ICL

ICL has been informed of a new surcharge by Purolator Courier for all packages with straps, such as the ICL specimen transport packages, both the small and large box configurations.

To avoid this significant surcharge, ICL will immediately remove the straps from our boxes and will start using packing tape to seal them. We will immediately explore other means of closure or new packaging that will not incur a surcharge but must begin complying with this change as of Monday April 1 2024.

If you ship boxes to ICL by Purolator or FedEx:

We ask that you please remove the straps from the boxes you have on site prior to returning them. To do so:

- Small Box Configuration: Remove the inner hard-foam box and then remove the corrugated blue liners and then remove the strap. Replace the corrugated blue liners and then replace the foam liner.
- Large Box Configuration: Remove the inner hard-foam box and then remove the strap. Replace the foam liner.

Please seal the boxes with packing tape when shipping to ICL.

We apologize for this inconvenience.

If you ship boxes to ICL by Atripco Courier:

Atripco Courier is not instituting a surcharge for the ICL boxes with straps and so local clients whose boxes are picked up by ICL's contracted Atripco couriers are not affected by this change and will continue using the box configurations with strap-closures.

If you have further questions, please contact Client Care at 416-422-3000 ext. 300 or info@iclabs.ca

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