

57 Gervais Drive, North York, Ontario

Toll Free: 1-888-285-7817

PLEASE COLLECT SAMPLES ACCORDING TO THE INSTRUCTIONS IN THE COLLECTION KIT AND THEN SEND SAMPLES TO ICL USING THE INSTRUCTIONS BELOW.

Important: Please label specimen containers with patient's full name & date of birth before shipping to ICL.

Name on specimen containers and requisition **must** match

Returning Samples for Testing

Option 1:

- Call Purolator at 1-888-744-7123 and select 1 for English or 2 for French
- Say “*Schedule a pick-up within Canada*” and press the ‘0’ key when asked to provide a locator code, extension, or Purolator account until you are transferred to a Customer Service Representative

Option 2:

- Visit Purolator’s website online at Purolator.com
- Click the Chat option at the top of the page
- Type “*Schedule a pick-up*”
- Follow the prompts in the Chat window

PLEASE NOTE: Purolator will not pick up from your home late on a Friday, Saturday or Sunday. At home pick up is best done on Mondays to Thursdays (excluding statutory holidays). Schedule your pick-up in advance to prevent delays.

Contact ICL Client Care if you require additional shipping materials:

Client Care

Monday - Friday: 8:30 am - 4:30 pm EST

Phone: 416-422-3000 ext 300

Toll Free 1-888-285-7817

Email: info@iclabs.ca