



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[®] Feline Heartworm, PetChek[®] Heartworm PF Antigen. These kits **must be received within 48 hours** of shipment. Store kits appropriately immediately upon receipt.
- B. Kits shipped on ice: SNAP[®] Total T₄, SNAP[®] T₄, SNAP[®] Cortisol, SNAP[®] Bile Acids, PetChek[®] FIV, PetChek[®] FeLV. 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.