

BTF Shipping Policy

Ex Australia

- Cryptosporidium and Giardia Products are shipped at ambient temperature.
- BTF packaging is sufficient for up to 7 days unrefrigerated*.
- The products will arrive at ambient temperature. This is normal and acceptable.
- All shipments are tracked daily by BTF to monitor delivery time and to ensure product reaches customers within 7 days. Typical delivery time is 3 - 5 days.
- Upon receipt of delivery, transfer products to the refrigerator (do not freeze).
- If contacted by Fedex for additional customs clearance information or a Power of Attorney, we recommend our customers nominate Fedex as their broker to ensure the fastest clearance. Delays may occur if customers use an alternative broker.
- BTF reserves the right not to refund any products that are delayed in the shipping process if the cause of delay is due to a clearance delay at customs.

* To validate the 7 day stability, BTF has:

- ⇒ Designed and chosen specific packaging materials to suit the shipment of C&G products
- ⇒ Conducted stability trials on C&G products at elevated temperatures.
- ⇒ Undertaken global shipping trials using data loggers in all seasons.

Ex US Inventory

- Cryptosporidium & Giardia (C&G) products are shipped at ambient temperature.
- Packaging is sufficient for up to 48 hours*.
- The products will arrive at ambient temperature. This is normal and acceptable.
- Upon receipt of delivery, transfer products to the refrigerator (do not freeze).

* To validate the 48 hour stability, BTF has:

- ⇒ Designed and chosen specific packaging materials to suit the shipment of C&G products
- ⇒ Conducted stability trials on C&G products at elevated temperatures.
- ⇒ Undertaken shipping trials using data loggers in all seasons.

Water Industry Enquires:
BTF Pty Ltd.
Sydney Australia
Tel. 61 (0) 2 8877 9150
Fax. 61 (0) 2 8877 9101
www.btfbio.com

