



## 2009 Memorial Day Holiday Closure

In observance of the upcoming holiday, all Esoterix facilities will be closed:

- Memorial Day (Monday, May 25<sup>th</sup>)

Federal Express, DHL, and other couriers will not be providing their daily services on this day. See specific shipping instructions for Esoterix services below.

### Laboratory Services

- Non-critical frozen specimens collected Monday, May 25<sup>th</sup> should be held by the client for shipment the following Tuesday, May 26<sup>th</sup>.
- At client discretion critical frozen specimens may be shipped on Saturday, May 23<sup>rd</sup> but must include at least 15 pounds dry ice. Shipping post holiday is preferred.
- Room temperature specimens shipped on Saturday may require special consideration such as cold/cool packs. Please contact Client Services for details.
- Please do not ship specimens on Monday, May 25<sup>th</sup>.
- **Specimens shipped on Friday must be shipped for Saturday delivery.**

### Clinical Trials Services

- Please do not schedule patients with visits requiring frozen\*, room temperature, or refrigerated shipments on:
  - Monday, May 25<sup>th</sup> (Memorial Day)

*\*Instead, please HOLD frozen samples in your site's freezer and ship specimens on the following Tuesday, May 26<sup>th</sup> following normal procedures.*

- **Specimens shipped on Friday must be shipped for Saturday delivery.**

For questions, please contact the appropriate Client Services department:

- Laboratory Services 800-444-9111 (Option 1)
- Clinical Trials Services 877-788-8861

Have a Safe and Happy Holiday!