

Important Note on the Import of Molecular Biology Products for Our International Customers

Customer liability when shipping molecular biology products:

There are important issues involved with importing molecular biology products. Our goal is to have each of our international shipments arrive at their destination successfully. In order for this to occur, we wish to remind customers of their responsibilities for import regulations and duties requirements.

It is the responsibility of the customer to pay all duties and taxes required for successful import to the destination country. As each country has different rules, regulations, and fees, Intact Genomics can not be responsible for handling the necessary transactions at your country's import/customs offices.

We strongly advise you to establish appropriate accounts for paying duties, taxes, and shipping charges if necessary, before Intact Genomics ships the product. Failure to set up such an account can result in lengthy delays in Customs and spoilage of the product. Please check with local Customs officials or other importers to obtain the best description of the goods on the invoice. An improper description also may cause long delays.

Please obtain any necessary documents or certificates and transmit them to Intact Genomics prior to shipping. We will include the documents with the parcel to help avoid any delays in customs.

Intact Genomics can not take responsibility for loss of the product due to delays caused by Customs inspections. However, we will work closely with you to be sure that Customs delays are avoided. All international shipments ship with FOB Origin terms, whereas the buyer assumes risk and can claim ownership of goods once they are shipped by Intact Genomics.