



Shipping Guidelines

Please follow the guidelines below to ensure your samples are received, processed, and tested without delays. Improper packaging or missing documentation may result in delays to your study.

1. **Labeling:** Label each individual sample for clear and quick identification. Boxes must be labeled with your assigned Quote Number. If working with the packaging test lab, it is suggested that samples be shipped in overpacks. Please label the overpacks accordingly so we know to remove prior to testing.
2. **Signature Required:** All shipments must require a signature upon receipt to ensure proper chain of custody and confirmation of delivery.
3. **Sample Submission Form:** Include a printed copy of your completed Sample Submission Form in the shipment. Testing cannot begin until this documentation is received and reviewed.
4. **Temperature Control:** If samples require refrigeration, freezing, or other temperature conditions, include appropriate cold packs or dry ice and label the exterior of the package with handling requirements.
5. **Weekday Delivery:** Please schedule deliveries to arrive Monday through Friday, 8:00 AM – 5:00 PM local time. Weekend or holiday deliveries may not be accepted unless previously approved.
6. **Payment Terms:** All shipments must be prepaid. Collect-on-delivery (C.O.D.) shipments will not be accepted.
7. **Protective Packaging:** Use sturdy, protective packaging to prevent damage during transit. If shipping to the packaging test lab, use clearly marked overpacks that can be removed prior to testing.
8. **Shipment Notifications:** Email your tracking information and expected delivery date to your Canyon Labs contact before sending your samples.

Shipping Locations

Please ship samples to the site listed on your quote:

Salt Lake City, UT

Attn: Login & Your Quote Number
16217 S Bringhurst Dr, Suite 600
Bluffdale, UT 84065

Rochester, NY

Attn: Login & Your Quote Number
7500 W Henrietta Rd
Rush, NY 14543

San Diego, CA

Attn: Login & Your Quote Number
2865 Scott St. #103
Vista, CA 92081