FERAGEN
Labor für genetische Veterinärdiagnostik

Dear Customer,

As of July 1, 2021, the customs exemption for goods shipments from third countries (e.g., Switzerland, England) to the EU, including Austria, has been abolished. This may lead to confusion and errors in customs processing during the transition period.

IMPORTANT: You have not purchased any goods; you have purchased a service. The test kit you received remains in our possession and does not become your property through the service.

To avoid potential customs errors, please observe the following points:

- You have only paid for our service, NOT for the brushes.
- The brushes are provided free of charge and therefore do not qualify as goods in a legal tax sense.
- The brushes remain the property of FERAGEN and do not become your property.
- You have not purchased any goods in our online shop, but rather a service. To carry out this service in our lab in Salzburg, please return the test kit and the accompanying documents to us.

If you are asked during the return shipment what exactly you are sending, please state that it is a free sample carrier and documents for our lab in Salzburg.

IMPORTANT:
You have not purchased any goods online.
You have paid for a service that will be performed in Austria.
We have not purchased anything from you.

Otherwise, customs and postage fees of at least €35 or more may apply, which we cannot cover and would need to charge you.

When returning the package, declare a value of 1 Swiss Franc per test kit or blood tube to avoid potential customs issues.

If in doubt, show this letter to the postal staff or include it with your shipment.

Do you have any questions or suggestions? Our customer service can be reached at support@feragen.at. You can also send us your phone number, and we will call you back as soon as possible. Alternatively, you can reach us directly at +43 662 / 43 93 83.

Thank you for trusting our services!

Michael Geretschläger

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FERAGEN
Genetic Veterinary Laboratory

DEAR INTERNATIONAL FERAGEN CUSTOMER:

PLEASE INCLUDE THIS SHEET WHEN SENDING
DOG and/or CAT DNA SAMPLE(S) TO FERAGEN

FOR INTERNATIONAL CUSTOMS

The enclosed DNA sample(s) are canine and/or feline only.

They contain no media.

They contain no equine, ruminant, swine or avian species.

These canines and/or felines have not been inoculated with

or exposed to any infectious agents.

Lieber internationaler FERAGEN-Kunde:

BITTE LEGEN SIE DIESES SCHREIBEN BEI,
WENN SIE IHRE HUNDE- ODER KATZENPROBEN AN FERAGEN VERSENDEN.

FÜR DEN ZOLL

Die beiliegende(n) Probe(n) stammt/stammen ausschließlich von Hunden oder Katzen.

Zum Probenmaterial sind keine zusätzlichen Medien enthalten.

Das Probenmaterial stammt nicht von Pferden, Wiederkäuern, Schweinen oder Vögeln.

Die Hunde und/oder Katzen wurden mit keinen infektiösen Stoffen geimpft oder solchen Stoffen ausgesetzt.

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