

This document covers customs and importation information for overseas customers and will assist you in ensuring that you receive your order from IFM without delay.

1. Please check with your local Customs and Health authorities to determine the importation requirements for laboratory quality assurance/proficiency testing samples. All IFM samples are clearly declared as for laboratory use ONLY, not for human or animal consumption, no commercial value. The types of samples sent by IFM include:

⇒ **Non-perishable foods**: such as starch, breakfast cereal, chocolate, milk powder, soup mix, freeze-dried meat and fish.

⇒ **Pharmaceutical preparations**: such as herbal teas, capsules, tablets, lotions.

⇒ **Freeze Dried (lyophilized)**: generic in nature, presented in glass vials. Several different combinations of organisms are provided in order to simulate a variety of testing scenarios. These include:

- Potable water and beverages
- Environmental water
- Cooling tower water (for Legionella detection and enumeration)  
Declared as *Biological Substance – Category B UN3373*.
- Carcass Hygiene swabs including safe/non-toxic strains/formats of pathogenic E. coli.

⇒ **Preserved cultures**: such as: isolates of veterinary interest or pure reference cultures. Declared as *Biological Substance –Category B UN3373*

⇒ **Electrical samples**: such as switches, plastic plaques or components, transformers. Please note that some samples must be returned to IFM and will need to be declared as a “Temporary Import”. The importer is responsible for making this declaration and providing the required documentation to customs. IFM is not liable for any local fees, duties or taxes that may be imposed if the appropriate declaration is not made.

2. If your Customs authority indicates that you do require an import permit, you must complete the appropriate forms well in advance of IFM sending your order, as the issuing of permits can take some time. Once you have your permit, email a copy to IFM so we can send it with your order.

*Note: Customs will ask the reason for you importing such items. It is recommended that the following information be provided: “Our organization is a recognized laboratory that must purchase quality assurance items for laboratory quality assurance and accreditation purposes.”*

3. Any changes in location or contact details should be notified to IFM without delay. Please keep in contact with IFM regarding delivery status. You should receive your order within four days of dispatch from IFM.

Please do not hesitate to contact IFM by emailing [Support@ifmqs.com.au](mailto:Support@ifmqs.com.au) if you have any questions or are experiencing any difficulties.