

Shipping and Storage Conditions

All ChromaDex™ products are assigned storage conditions, which can be found, on the label, Certificate of Analysis, or on the extranet. Many products have greatly extended shelf lives when unopened and frozen or refrigerated. However, many ChromaDex™ products can be shipped at ambient temperature due to stability outside of the freezer or cooler for up to four weeks. Very sensitive materials such as carotenoids are shipped on wet- or dry-ice if they will not withstand ambient shipment. Ambient temperature shipping helps control shipping costs for our customers. At any time, our customers can request wet- or dry-ice shipping, but this request would be at the customer's expense if the product history indicates that the product is stable under ambient conditions.

ChromaDex™ considers its products stable when kept under the following storage conditions:

| Storage Condition Listed on the Certificate of Analysis | Recommended Shipping Condition |
|---|--|
| Room Temperature | Room Temperature |
| +4 °C | Room Temperature |
| -20 °C | In a cooler with an ice pack, unless the item appears on our dry ice list in which case dry ice packing should be used. |
| -80 °C | Ships in a cooler with dry ice. We use approximately 2 kg of dry ice for shipments with expected deliveries within 1-2 days. We use approximately 5 kg of dry ice for 3+ day deliveries. |

After improper storage, ChromaDex™ cannot warrant the product for quantitative methods unless verified chromatographically.

Please contact your ChromaDex™ Technical Sales Representative if you have any questions about the shipping and storage conditions.

