

International Shipping Customer Responsibility Agreement WORLD COURIER

Imanis Life Sciences utilizes World Courier as the preferred carrier for shipping product(s) outside of the United States. Shipments sent via World Courier are guaranteed and eligible for a free replacement if they arrive damaged or thawed.

Imanis Duties and Responsibilities

- Imanis will ensure the shipment is properly packed and prepared, labelled and documented.
- Imanis will coordinate with the customer and World Courier to schedule shipment.

Customer Duties and Responsibilities

- The Customer must acquire any necessary permits and provide Imanis with certain information in order to facilitate shipment. Failure to obtain necessary permits or provide needed information will result in shipping delays or order cancelation (a cancelation fee will be assessed).
- The Customer is responsible for payment of all duties and taxes charged by the country's local authorities.
- If any shipment arrives damaged or thawed, the customer should document the damage (preferably photos) and inform Imanis immediately (no later than 24-hours after receipt) of the damaged item.

Customer Statement: *I confirm that I have read the information above, and understand that I am responsible for acquiring necessary permits and providing Imanis requested information. Failure to meet these responsibilities may delay shipment or result in my order being canceled.*

Customer Name	Customer Signature
Institution	Date

International Shipping Customer Responsibility Agreement OTHER CARRIERS (NON-WORLD COURIER)

As a courtesy, Imanis will ship via FedEx or DHL when possible, at the Customer's request. For shipments with these carriers, the Customer assumes certain responsibilities for ensuring successful delivery. This document outlines the responsibilities of the Customer and Imanis for shipments sent via non-World Courier carriers.

Imanis Duties and Responsibilities

- Package product appropriately: using a new, undamaged box, appropriate for transport, with appropriate labels according to IATA, and including enough dry ice to last 48 hours beyond the estimated delivery date.
- Prepare a commercial invoice, including copies in the shipment and providing copies to the carrier.
- File an EEI or NAFTA form as needed based on items being shipped.
- If needed complete additional paperwork/statements as requested by the Customer.
- Track the package and provide updates to the Customer if delays occur.
- Make reasonable attempts to get dry ice replenished should delays occur.
- Make reasonable attempts to work with the carrier to expedite custom clearance delays.
- Coordinate a shipping date to avoid holidays/closures.

Customer Duties and Responsibilities

- Be informed of the respective import provisions and laws determined by my country, providing Imanis with a complete list of documents needed for import.
- Obtain necessary important permits, or other permits as required, and provide copies to Imanis.
- Inform Imanis of institutional closures that may affect deliverability.
- Pay necessary duties and taxes promptly to facilitate rapid customs clearance.
- Provide Imanis with accurate information as requested (e.g. delivery address, Tax ID number).
- Provide Imanis with any Tax exemption certificates, as appropriate.
- Inform Imanis of any special institute-specific delivery requirements.
- Work actively and quickly with customs and the carrier to expedite clearance of packages from customs (including providing any necessary documentation in a timely manner).

AS LONG AS IMANIS MEETS ITS RESPONSIBILITIES AS OUTLINED ABOVE, WE WILL NOT BE BOUND TO OFFER FREE REPLACEMENT SHIPMENTS.

However, should your shipment arrive damaged or thawed, document the damage and contact Imanis immediately (no later than 48 hours after receipt). We will consider replacement requests on a case-by-case basis.

Customer Statement: <i>I have read the information above, and understand that I have certain responsibilities for ensuring timely delivery of my package. Further, I understand that as long as Imanis meets its responsibilities outlined above, I will not hold Imanis liable if product(s) do not arrive satisfactorily.</i>	
Customer Name	Customer Signature
Institute	Date