

# Shipping

**Overview:** We have conducted a shipping study for all various sizes of products and climates necessary, from those shipping studies shipping standards were created and strictly adhered to by our warehouse department to ensure all products are kept within controlled temperatures even in the event of shipping delays.

**Study:** The shipping study was conducted with multiple variables being tested to find the best possible way to counteract potential heat on our products as well as potential delays. For every shipment a 1 ¼ insulated box was used and sent through FedEx as our main courier. We used sample products along with a temperature monitoring device that gauges when it has gone out of specifications. All samples were sent to various locations across the country (I.e. Texas, Florida, California, Pennsylvania ect...) with a specified amount of ice as well as overnight priority. Once the shipments were received the temperature monitoring device log was reviewed, based on the findings the amount of ice was adjusted and reshipped to get the best possible outcome. As well as samples were sent in the same manner but shipped as 2 day delivery to adjust ice amounts for possible delays in deliveries. From these studies our shipping procedures were adjusted and strictly adhered to by our warehouse personnel. We are constantly reviewing and updating upon our studies to adjust for any temperature changes that arise.

**Procedure:** Every shipment is shipped in a 1 ¼ thick insulated box overnight with Fedex, early deliveries and Saturdays deliveries are also available options. Every individual product sent to one customer is bagged out separately along with a COA and dosing chart. The studies concluded we need 15 oz of ice per 10 vials shipped to ensure temperature control. All boxes are labelled with stickers stating "Refrigerate upon arrival" , "Fragile Handle with Care" and for larger boxes "Caution Heavy". Every box size holds a specified amount of product to keep it from damaging products and fitting the specified amount of ice. All shipments are picked up by 5 pm the same day they are packaged to not delay any shipments on our end.