

## The Service

eggspres is a premium service specifically designed for breeders looking for the fastest possible sexing service. It is available from the 1<sup>st</sup> March until the 30<sup>th</sup> June, weekdays except Fridays. Biobest's Eggspres service provides:

- **next day** reporting of avian sexing results
- testing from **egg membranes, mouth swabs, feather** or heparinised **blood**
- reporting available by fax, email or a telephone call to you, before 6pm
- money back **guarantee** – if you fulfill the submission requirements and we don't meet the next day reporting deadline, you will not be charged the Eggspres premium.

## Guidelines

In order to use the Eggspres next day service and money back guarantee please note the service details and requirements below. If you have any questions do not hesitate to contact us by telephone (+44 (0)131 445 6101) or email (birddna@biobest.co.uk). You will need an **Avian Sample Submission Form, Avian Sample Submission Instructions** and Eggspres **labels**. These can be downloaded from our website, or we can fax / mail you copies. We can also supply free sample collection kits.

The Eggspres service costs £40 (inc. VAT). The standard sexing service is still available for £20. Please note the following guidelines when using the Eggspres service:

1. When taking the sample (egg membrane, mouth swab, feather or heparinised blood) please follow the separate guidelines in the <b>Avian Sample Submission Instructions</b> .	<input type="checkbox"/>
2. Complete the Avian Sample Submission form. Be sure to select the Eggspres option, ensure each sample is clearly labeled with your <b>reference number</b> , and make a record of this number to ensure we can quickly and easily locate your sample information should you have a query. Make sure you select your preferred method of results reporting (telephone, fax, email) including the contact details.	<input type="checkbox"/>
3. Ensure you complete the <b>payment details</b> (unless you have an account with us). You can either pay by account, credit card, cash or cheque in pounds sterling. The price for the Eggspres service is £40 (including VAT) per sample.	<input type="checkbox"/>
4. <b>Advise Biobest before 3pm</b> (UK time) by email or telephone the day before the samples are due to arrive at our laboratory that we should expect them, so we can schedule the test. We will then contact you to advise if we do not receive the samples on time.	<input type="checkbox"/>
5. Package your sample, submission form and payment. A padded envelope is ideal. Affix the Eggspres labels to the outside, and ensure the samples arrive at Biobest <b>before 10am</b> on any weekday except Friday (samples arriving after 10am cannot be guaranteed ready the next day). Samples received before 10am on Friday will be reported on Monday. A good posting option is to use a courier guaranteeing next day delivery before 10am (please call us if you require contact details for suitable couriers).	<input type="checkbox"/>
6. We will then report the results the following day (the day after they arrive at our laboratory), <b>before 6pm</b> . If you have requested the results are reported by telephone call to you, we will also mail or fax you a copy.	<input type="checkbox"/>

Please contact us for advice, test kits, or any other information. You can also visit our website to download the appropriate instructions, forms and labels.