
Important Note on the Shipping and Import of Molecular Biology Products for Our International Customers

There are important issues involved with importing molecular biology products. We wish to remind you of your responsibilities regarding import regulations and duties requirements.

It is the responsibility of the customer to pay all duties and taxes required to get a product shipped into your country. You may negotiate the tax exemption with your government about these scientific research products if applicable in your country. Because each country has different rules, regulations, and fees, Intact Genomics cannot be responsible for handling the necessary transactions at your country's import offices.

We strongly advise you to establish appropriate accounts for paying duties, taxes, and shipping charges if necessary, before Intact Genomics ships the product. Failure to set up such an account can result in lengthy delays in Customs and spoilage of the product. Please check with local Customs officials or other importers to obtain the best description of the goods on the invoice. An improper description also may cause long delays.

Please obtain any necessary documents or certificates for customs declaration in your country and transmit them to Intact Genomics before shipping. We will include the documents with the parcel to help avoid any delays in customs.

All international shipments ship with FOB Origin terms, whereas the buyer assumes risk and can claim ownership of goods once they are shipped by Intact Genomics. Intact Genomics cannot take responsibility for the loss of the product or the decline in quality due to delays or inappropriate handling caused by Customs inspections. However, we will work closely with you to prevent and solve such occurrences.