

**INSTRUCTIONS FOR RETURNING SAMPLES TO IN-COMMON LABORATORIES**

PLEASE COLLECT SAMPLES ACCORDING TO THE INSTRUCTIONS IN THE COLLECTION KIT AND THEN SEND SAMPLES TO ICL USING THE INSTRUCTIONS BELOW.

**Important:** Please label specimen containers with patient's full name & date of birth before shipping to ICL.

Name on specimen containers and requisition **must** match

*Returning Samples for Testing*

Option 1:

- **Call Purolator at 1-888-744-7123** and select 1 for English or 2 for French
- Say "*Schedule a pick-up within Canada*" and press the '0' key when asked to provide a locator code, extension, or Purolator account until you are transferred to a Customer Service Representative

Option 2:

- Visit Purolator's website online at Purolator.com
- Click the Chat option at the top of the page
- Type "*Schedule a pick-up*"
- Follow the prompts in the Chat window

Option 3:

- Drop off Purolator package at your nearest Purolator Shipping Centre

Option 4:

- Drop your sample kit off at In-Common Laboratories directly via back door entrance and ring the doorbell

*PLEASE NOTE: Purolator will not pick up from your home late on a Friday, Saturday or Sunday. At home pick up is best done on Mondays to Thursdays (excluding statutory holidays). Schedule your pick-up in advance to prevent delays.*

Contact ICL Client Care if you require additional shipping materials:

Client Care

Monday - Friday: 8:30 am - 4:30 pm EST

Phone: 416-422-3000 ext 300

Toll Free 1-888-285-7817

Email: [info@iclabs.ca](mailto:info@iclabs.ca)