

Tech Tip 0012 - Shipping and Storage Conditions



All ChromaDex products are assigned specific storage conditions, which can be found on the label, Certificate of Analysis, or on our website at www.ChromaDex.com. The storage conditions are set forth to ensure the quality and stability of our products.

Many ChromaDex products can be shipped at ambient temperature due to stability outside of the freezer or cooler for a short period of time. However, some of our

temperature sensitive products are shipped on dry ice or on an ice pack if they will not withstand shipment in ambient conditions. If improperly stored or shipped (by customer request) the product is no longer covered under warranty. This includes -80 °C items shipped without dry ice at the request of the customer (after signing a dry ice waiver).

ChromaDex considers its products stable when kept under the following storage conditions:

Storage Condition Listed on the Certificate of Analysis	Recommended Packaging for Shipping
Room Temperature (20-30°C)	Room Temperature
+4 °C	Room Temperature
-20 °C	In a cooler with an ice pack
-80 °C	Ships in a cooler with dry ice. We use approximately 2 kg of dry ice for shipments with expected transit times of 1-2 days and approximately 5 kg of dry ice for expected transit times of 3+ days.

Please contact your ChromaDex Representative if you have any questions about the shipping and storage conditions.