	<p>Information For patients</p>	<p>'Muirden' 1 Drummond Street DUNDEE DD3 6LL</p>
---	-------------------------------------	---

Information for patients

Thank you for your enquiry.

We would charge £xxx to transport your frozen xxxxx from the xxxxx to xxxxxx. This is the total cost including the use of our shipper and VAT.

We pride ourselves on being able to complete a transport very soon after both Clinics have agreed to release and receive. Have the clinics exchanged all the necessary paperwork yet?

When comparing our price to other courier quotes, please ensure they are offering the same level of service.

We offer a **Hand Carry Service**.

This means that your samples will be with our courier all the time they are being transported.

It will be the same courier for the entire transport.

These couriers are our well trained and professional staff, not sub-contracted external company couriers.

We **do not** transport samples from different patients together in the same vessel.

We use logging temperature probes on our vessels to constantly record the temperature of any samples being moved.

We offer compensation to a maximum of £10,000 plus a refund of any fee paid to Life on Ice, if the samples are shown to have gone above the acceptable temperature range. (i.e. above -150C) whilst in our care.


We have completed over 200 moves with a 100% success rate and 100% patient satisfaction.

Please feel free to use the below links to help research courier companies you may be considering.

<https://www.gov.uk/get-information-about-a-company>

<https://uk.trustpilot.com/>

M04	Final Approval	Authored	Page 1 of 3
Version number: 01	Ellen Drew Quality Manager	Bob Muir Transport Director	

	<p>Information For patients</p>	<p>'Muirden' 1 Drummond Street DUNDEE DD3 6LL</p>
---	-------------------------------------	---

We prefer to update clients at every point of the process. (i.e. when a clinic replies to one of our emails, we let our clients know of their response.) We find this constant communication helps reduce client stress and anxiety.

If you find a similar service with a cheaper quote, please let us know and we can discuss it.

I have attached a company information leaflet and below is some text describing a typical transport.

If you wish to take things further with us, we merely require a consent form to be completed which allows us to make timing / date arrangements with the clinics on your behalf. **It does not bind you to using us in any way**, but it does allow us to begin to speak to the clinics on your behalf and reduce the risk of any delays. We think it is better to have the consent forms completed as soon as possible.

I have also attached a consent form. If you have any problems with the form, you can fill in as much as possible and state in the returning email that you give us consent to contact the centres. We take no deposits but do require the full fee to be paid before the move can take place. We prefer bank transfers but can accept credit or debit cards, although these cost us 2.5%.

Our quotes are valid for 1 month.

Feel free to reply or call with any questions; honestly don't hesitate. We know how worrying this can all be and want to reassure you in any way we can.

All the best,
Bob


TYPICAL SCENARIO

We offer a safe, hassle-free service.

Upon receiving your consent, we will contact both centres on your behalf and start negotiating a suitable date for the move. Before the date of the move, we will ensure that both centres confirm that all paperwork is complete, and they are happy to proceed.

We transport samples in a special, ultra-low temperature dewar called, a dry shipper. It holds the samples at lower than -190c and can hold this temperature for more than 2 weeks.

<p>M04 Version number: 01</p>	<p>Final Approval Ellen Drew Quality Manager</p>	<p>Authored Bob Muir Transport Director</p>	<p>Page 2 of 3</p>
-----------------------------------	--	---	--------------------

	<p>Information For patients</p>	<p>'Muirden' 1 Drummond Street DUNDEE DD3 6LL</p>
---	-------------------------------------	---

A low temperature logging probe is fitted inside the dewar, and this records the internal temperature the entire time of transit.

For travel, this dewar is placed in a special transport case that provides extra protection; it is very similar to the aluminium flight cases other sensitive equipment, such as photographic equipment, is shipped in.

Finally, this case is loaded into in our custom transport frame which holds it securely in our vehicle.

When we arrive at the first clinic, we hand over our dewar, still in its case, to an embryologist. They take it into the lab, check that it is at a suitably low temperature, and place the samples inside. They then seal the dewar with a security clip that ensures no tampering can occur in transit and return the dewar to us. We check the temperature and security seal. Then we take it and place it in our vehicle.

We offer a complete hand carry service, meaning that at no point during transit is the dewar left un-attended. Many of the significantly cheaper couriers do not do this.

When we arrive at the new storage clinic, we are met by their lab team member. Together we check the temperature, and the security seal. They then take the dewar into their lab and transfer the samples into their new home.

We will then send a text to your provided number to report the transport complete.

As you will see from the attached brochure our technical director is one of the most experienced embryologists in the country, with over 30 years' experience. She has set up our processes to an extremely high standard; the kind of standards that she would like to see in all courier companies.