CAIQTEST Pacific
Ruakura Research Centre, East Street,
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INSTRUCTIONS FOR SENDING OVERSEAS SAMPLES TO CAIQTEST Pacific Laboratories

CAIQTEST Pacific is approved by the Ministry for Primary Industries (MPI) to receive overseas samples as a Transitional Facility under the Biosecurity Act 1993. The following procedure should be used when sending samples to CAIQTEST Pacific to minimize any risk of samples being delayed at the NZ border or prevented from entering NZ.

Biosecurity is very important to the NZ economy. CAIQTEST Pacific is committed to playing its part in protecting the NZ economy by adhering to MPI requirements and supporting its customers to do so as well.

Directions for Sending Samples via Courier/Postal Service:

1. Ensure that all samples are in well-sealed containers with a unique sample ID written clearly on the outside of each container.
2. Double-bag samples (contain samples in one plastic bag and then again in a second plastic bag.) This will prevent leakage if the samples are broken or damaged in transit.
3. Complete an Sample Submission Form (SF) and place this inside the bag or box being used to ship the samples. Current SF can be found on our website or by request from sample.receipt@caiqtest.co.nz
4. Close and seal the bag or box being used to ship the samples. Clearly identify on the consignment the details of the sender e.g. Company/Key Contact, Contact Phone and/or Email.
5. **Print a copy of the relevant Import Permit and attach this to the OUTSIDE of your consignment.** This document is essential for clearance at the NZ border. Current import permits can be found on our website.
6. **Print and complete the relevant clearance document** (DETAILS OF SAMPLES BEING SHIPPED') specifying the details listed below, then attach to the **OUTSIDE** of your consignment. Current clearance documents can be found on our website.

   Sample Type *e.g. Honey, Milk Powder, Infant Formula etc.*

   Number of Samples – *the number of samples being sent to the laboratory*

   Value ($NZD) – *We suggest allocating a value of $1-3 per sample sent to the laboratory. NOTE: Consignments sent with a $0 value will be held by NZ Customs until a dollar value is declared. Consignments with a value over NZD$ 200 may be held and charged duties/taxes.*

7. Send consignment to:

   CAIQTEST Pacific
   Ruakura Research Centre
   10 Bisley Road
   Ruakura, Hamilton
   New Zealnd

It is recommended that you retain tracking details for your consignment in case of delays. A confirmation email will be sent to you when the samples are received at CAIQTEST Pacific.

For customer support, please contact our friendly Sample Reception team at sample.receipt@caiqtest.co.nz