



To our valued Dry Ice & Gases Co. & Frozen On Time Shipping Customers:

Re: U.S. Shipments

If possible, we highly recommend you try and plan to ship any products **that are going to the U.S. or beyond North America** at the beginning of the week, ideally Monday or Tuesday.

Why do we recommend this?

After 9/11, the U.S. FDA made specific changes regarding food products entering the United States. In the resulting years since, we have seen that some of our shipments have been randomly picked for inspection by U.S. Customs, and sometimes (albeit rarely) have been held up for a day or two which have resulted in the product spoiling. Unfortunately, both ourselves and our Courier have no control over U.S. Customs inspections and their selection process. If they do pick one of our shipments for inspection, we make them aware as best we can that it is a time and temperature sensitive product. We can also put in a request to add dry ice if it's available, although there is nothing we can do to make this happen.

In the end, it is entirely at U.S. Customs discretion how long the inspection process takes.

Ok, so why ship at the beginning of the week?

If you ship on a Wednesday or Thursday, there is an **added risk** that a lengthy inspection where it is delayed for a couple of days could result in your shipment sitting in a customs warehouse over a weekend as our Courier would not pick it up for delivery until the Monday.

This would likely result in product spoilage as the dry ice sublimates away and the product thaws, especially if dry ice can't be added to your shipment.

In our experience this has been a rare occurrence, but you should be aware that it could happen and **the fact that ourselves or our courier have no control over this means that if a product spoils the costs must still be paid and are borne by the sender (you)**. This includes (but not limited to) the original packaging and transportation charges, product disposal and / or all shipment return related costs.

Please call our Customer Service on **416-252-7137** if you have any questions.

Thank you.

