



White Labs International Shipment Terms & Conditions

- Accounts can be created, and orders can be placed through Yeastman.com, the White Labs app, orders@whitelabs.com, or by calling customer service at +1.858.693.3441
 - o The following information must be included when setting up an account: billing and shipping address, primary contact email and phone, tax ID, broker contact information and payment information.
 - All orders require prepayment. White Labs accepts both credit card and wire transfer.
 - o We currently are unable to ship direct to the following countries due to import regulations: Brazil, China and Russia
- Order Shipment Details
 - o All orders are shipped CIP via Federal Express Priority International or DHL Priority International in insulated boxes with cold packs.
 - o Commercial invoices are generated electronically through the shipment system and are included with shipments.
 - o Shipments may take up to seven (7) business days to arrive with customs clearance.
 - o Customer is responsible for securing all import documents, taxes, duties, and customs clearance. White Labs is not responsible for shipment delays due to customs or tax issues.
- White Labs Shipment Standard Documents
We offer the following documentation upon request for all international shipments.
 - o NAFTA Certificate of Origin
 - o California Food Producer Certification
 - o FDA Export Certification
 - o Manufacturer Declaration
 - o Material Safety Data Sheet
 - o Shipment Specific Certificate of Origin – There is a \$35 fee for this document which is to be paid by customer.

All other documents that may be required by specific countries must be requested in advance of the shipment leaving White Labs facilities. We cannot guarantee that we will be able to produce all required documentation for individual countries. White Labs yeast is not an agricultural product and we do not offer phyto-sanitary certificates.

For more information, visit <https://whitelabs.com/international-inquiries> or send an email to international@whitelabs.com

Advancing fermentation. Cultivating community.

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