	ANEXO INSTRUÇÃO DE TRABALHO	Cód.: AIT-EXP-016
	SISTEMA DE GESTÃO DA QUALIDADE	Nº Rev.: 2
		Data Rev.: 31/03/2023
Assunto: TRANSPORT AND STORAGE POLICY Depto: EXPEDIÇÃO		Página: 1 / 2

TRANSPORT AND STORAGE POLICY

Wama Diagnóstica declares that temperature variations during the transport of products do not affect the quality of products, provided that the 96-hour interval is respected for products with refrigerator storage temperature (2 to 8°C) and 144-hour interval for Imuno-Rápido line products (2 to 30°C).

Ice bags on the transport packages of the 2 to 8°C kits should not be expected to arrive refrigerated at the destination. The bags are intended to maintain the temperature from 2 to 8°C for a period of only 8 hours, therefore extending the interval declared above (96 hours + 8 hours).

Note: Please check the label on the shipping box for correct counting of the shipping interval until the products are received at the destination.

For Molecular Biology line products, a maximum of 120 hours must be respected under a condition of -20°C for Biomol RT-PCR products in Real Time and no more than 10 days under room temperature conditions (15 to 30°C) for the Biomol Extractor 48 - DNA/RNA kit.


The hours stated above were determined from transport studies in temperature stress conditions outside the recommended for each product. The results of these studies show that the exposure of the products to temperatures different from the recommended ranges for a short period does not influence the performance of the kit until the expiration date of the kit.

This shipping interval is also included in the instruction of use and certificate of analysis of each product, determining the maximum shipping time outside the temperature described in the packaging of the kits.

Please always remember to consider the shipping interval plus the 8 hours when the ice bags keep the product at its recommended temperature.



Leise Daiana Martins
Technical Manager
CRBM-SP: 21,949

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PRODUCT DELIVERY/RECEIPT POLICY

WAMA is not responsible in cases of:

- a) Misplaced charge and shipping to wrong recipient in FOB freights;**
- b) Delivery attempt failed (address change, receipt time, scheduling requirement, etc.). It is the customer's responsibility to inform when there is any address/registration change;**
- c) Delay / non-payment of taxes (e.g. SEFAZ guide);**

Note: The conference of the shipping packages received must be held at the time of receipt, upon registration of the knowledge of transport. Situations such as: tampered or damaged packaging and divergent amount of the Invoice will no longer be liable to claim upon receipt.

Cargo delivered out of time:

In case of any problem: At the time of delivery, please contact with Wama Diagnóstica Customer Service, by e-mail (e-mail) or by registered letter with confirmation of receipt, at the following addresses below or other channel means expressly indicated by Wama Diagnóstica Customer Service.

- A/C: Customer Service Department**
- Phone: (16) 3377-9977 or (16) 9 9612-5317**
- Address: Aldo Germano Klein Street, 100 – CEAT, Zip Code: 13573-470 - São Carlos - SP**
- E-mail: josi.viana@wamadiagnostica.com.br**

Note: Any refusal should be emphasized in the invoice at the time of the delivery attempt, but must be treated and authorized in advance with the contacts mentioned above for confirmation of non-compliance.