FamilyTreeDNA
1445 North Loop West, Suite 820, Houston, TX 77008 | +1 832-968-8132 | shipments@genebygene.com (kit number required)

FamilyTreeDNA

Kit Number _____ REQUIRED

INTERNATIONAL SHIPPING CHECKLIST

Follow each step carefully to avoid delays in processing your DNA kit.

Step 1 Prepare Your Kit

Complete these steps before sealing your return mailer.

- ☐ **Complete Green DNA Processing Consent Form** Fill out, sign, and date all 5 required fields.
  - ■ **Missing information will delay processing.**
- ☐ **Match Names** The name on the **Green DNA Processing Consent Form** must match the person the kit is registered to (the person taking the test). If the kit is not yet registered, also complete the **White Order Form**.
- ☐ **Save Your Kit Number** Make sure you can log in and access your kit before shipping.
- ☐ **Pack Your Samples** Put the swabs back in the pouch they came in. Place the pouch, the **Green DNA Processing Consent Form** and the **White Order Form** (if applicable) into the return mailer.

Step 2 Choose Shipping & Get Tracking

- ☐ **Select a Carrier** Use your local postal service, DHL Express, FedEx, or other carrier of your choice.
- ☐ **Ship with Delivered Duty Paid (DDP)** As the sender, you must prepay all duties, taxes and shipping fees. Tell the carrier all duties and taxes must be prepaid.
  - ■ **Shipments without DDP will be rejected and returned unless arranged with Customer Service in advance.**
- ☐ **Pay All Fees** You are responsible for return shipping and all import duties and taxes into the United States.
- ☐ **Get Tracking** Choose a service with tracking and keep your tracking number.

Need a prepaid return label? Scan the QR code at right or go to **go.familytreedna.com/shippingrequestform** to submit a request. **Prepaid return labels are at your expense**, take 2-3 business days and are not available from all countries.

No prepaid label available? You may ship DAP only with prior approval from Customer Service: request it the same way. **DAP shipments are at your expense**. We will bill you for the duties and taxes once we receive the shipment. These fees are set by customs authorities, and we appreciate your understanding.

Step 3 Complete Required Documents

Place these in the **RED** "Documents Enclosed" pouch and attach it to the **outside of the final shipping package** so customs agents can review the paperwork without opening the package.

- ☐ **Manufacturer's Declaration** Add your tracking number and shipping date.
- ☐ **Commercial Invoice (if required)** Scan the QR code to download and complete it.
- ☐ **Sign & Date All Forms** Unsigned forms may delay delivery.

Step 4 Final Assembly

- ☐ Place documents into the **RED** "Documents Enclosed" pouch.
- ☐ Attach the pouch to the **outside of the final shipping package** so customs agents can review the paperwork without opening the package (or ask your carrier for help).