



RE: T.R.U.E. TEST® (Allergen Patch Test) Shipping / Storage Temperature

Dear Health Care Professional,

Thank you for your recent inquiry regarding T.R.U.E. TEST shipping and storage procedures. We hope the following provides you with the information you require.

T.R.U.E. TEST is a temperature-sensitive FDA-regulated biologic, and requires special handling. We follow stringent standards to ensure T.R.U.E. TEST is shipped promptly and is received at your site within temperature parameters and stability compliance.

Please be advised that the cool packs included in the shipment are intended to keep the product cool for as long as possible during transit. It is expected that the cool packs may no longer be frozen when the product reaches you. Although the T.R.U.E. TEST product may not be chilled to the touch upon arrival and the cool packs may be liquid, be assured that the product will be viable and ready for use when delivered within our specified transit time frame.

Once T.R.U.E. TEST is delivered to you, please adhere to instructions regarding refrigeration upon receipt (within 4 hours) to ensure product integrity. Failure to follow receipt instructions regarding refrigeration can impact the product and is the responsibility of the purchaser.

We hope this information is helpful to you and welcome your comments and suggestions regarding our products and services.

Please let us know if you require additional information.

Sincerely,

Kim M. Sullivan
V.P. SmartPractice
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