

EMERGENCY DELIVERY:

If your pet has just passed away

- ❌ DO NOT BURY
- ❌ DO NOT FREEZE
- ❌ DO NOT PUT IN THE FRIDGE

CALL A **VETERINARIAN** TO COLLECT THE SAMPLE

(Don't worry, the sample can be taken up to 24 hours after death)

MATERIALS YOU'LL NEED

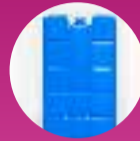
They can be bought in chemists and in a general store



SALINE SOLUTION OR
PHYSIOLOGICAL SALINE
1 LITRE



STERILE
PLASTIC JAR
4 PIECES



GEL SHEETS
3-5 UNITS



COOL BOX
ISOTHERMAL



INDEPENDENT SAMPLES

minimum 2 x 2 cm

Clean and, if possible, shave. Take samples from:

- 1*- Skin on the neck
- 2*- Skin on the buttock
- 3- Ear (small piece)
- 4- Hair with the root. Place in a



STORAGE

Store each sample separately in a sterile container with:

- Saline solution or physiological serum
- 1% gentamicin (antibiotic) *
- **Hair must be placed in a DRY container**
- Keep everything refrigerated, DO NOT FREEZE

* *Optional but recommended for extra protection*



TRANSPORT

Use an insulated cooler with frozen gel packs

Important!

Samples must not touch the ice directly

- Attach documents and animal data
- Send via express delivery (24/48 h) to the laboratory

Suggestions:

- If outside Spain – use **FedEx, DHL, UPS, or GLS**
- If within Spain – we recommend **MRW**

SEND EVERYTHING
TO THE FOLLOWING
ADDRESS:

Ovoclone:
Avenida Severo
Ochoa 67, 29603,
Marbella (Málaga)



REMEMBER

- Act quickly to preserve cell viability. Ideally within the first 12 hours.
- NEVER FREEZE the animal or the samples.
- Use sterile, sealed, unused products, and latex gloves if possible.
- Samples will not be processed without a signed quote and prepayment.
- If we're unable to assist you, don't worry – just send an email to info@ovoclone.com with your details, and we'll get back to you as soon as possible.