



CRYOTECH ORDER & SAMPLE KIT REQUEST PROCEDURE

orders@cryotech.com

319-372-6012 or 800-346-7237

CRYOTECH PRODUCTS

Visit www.cryotech.com for a list of Cryotech products or contact Cryotech Customer Service.

ORDER PROCESS

Normal business hours: 7:30 a.m. to 4:00 p.m., Monday through Friday

(After hours calls will be addressed the next business day from June 1st – August 31st)

After normal business hours or during holidays: (24/7 availability Sept 1st – May 31st)

Call Cryotech at **319-372-6012** or **800-346-7237** and wait for the voicemail system to activate (you may experience silence prior to voicemail activation). **Listen for the prompts to place an urgent order** or to leave a message for Customer Service. Cryotech will need to know:

- a. Company name and location placing order
- b. PO# (if required)
- c. Product requested
- d. Quantity requested
- e. Requested delivery date and receiving hours
- f. Receiving contact and phone number
- g. Any special delivery or receiving requirements (call ahead, fittings, hose, etc.)

Cryotech will return your call within 20 minutes. If you have not received a response from Cryotech after 20 minutes, call the Cryotech phone numbers listed below.

CONTACTS	PHONE
Cryotech After Hours Voicemail	319-372-6012 or 800-346-7237
Customer Service Representative On-Call	319-470-4631
Ashley Rung – Customer Service Manager	319-371-0694
Cryotech Alternate Voicemail	319-376-1160

Orders may also be placed by visiting www.cryotech.com/contact and completing the Online Order Request tab.

Mauser style totes (10 minimum) may be arranged for pick up when empty by calling 1-800-774-6956 or emailing inboundpickup@mauserpackaging.com.

SAMPLE KIT REQUEST PROCESS

Request sample kits and truck/tank labels by visiting www.cryotech.com/contact or calling **319-372-6012** or **800-346-7237**.

Normal business hours: 7:30 a.m. to 4:00 p.m., Monday through Friday

(After hours requests will be processed the next business day)

Information To Include In Request:

- CONTACT INFORMATION
 - Company name and location
 - Contact name
 - Address for shipping the sample kit
 - Phone number
 - Email address
- PRODUCT INFORMATION
 - Product name
 - Quantity of sample bottles needed
 - Reason for sample (pre-season, mid-season, etc.)

Once the request is received, Cryotech will confirm receipt and follow up with shipping information.

Sample Kit Includes:

- 250ml sample bottles (6 per kit)
- 2 large Ziploc bags
- Sample labels – 1 for each bottle
- Sample Procedure Form
 - Includes address for returning sample to Cryotech Lab
- Pencil (best for completing label)

When sending a sample to Cryotech Lab, please allow 3-5 business days for return of sample report, once sample is received.