

Customer Services 2020

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# Your complete guide to our shipping fees



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## Overview

A comprehensive guide to calculating pricing information for shipments across the Globe, including both shipments from our Cambridge site (UK) and shipments from Lafayette (US)

### Cambridge shipments vs. Lafayette shipments explained

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Using the contents grid, simply select your area of interest. You will then be taken to the relevant pricing page for these shipments.

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If you require any additional information or assistance, then please do not hesitate to contact our Customer Service Teams via email:

[orders@horizondiscovery.com](mailto:orders@horizondiscovery.com)

or telephone:

+44 (0) 1223 976 160 for the **UK** or

800-235-9880/303-604-9499 for the **US**.

Alternative phone numbers for different countries can be found on our website, where you can also access our live chat feature by visiting the homepage ([click here](#)) and selecting the icon below:



## UK & US shipment sites explained

We offer a wide range of products here at Horizon, and we would like to take some time to explain exactly where your purchased products are being shipped from.

Please find below an outline of the products both manufactured, stored, and shipped from each site:

### 1) Horizon Shipments

These shipments can be defined as products which ship from our site in Cambridge, UK.

Our products shipped from this site include:

- Cell Lines
- Molecular Diagnostics Reagents

### 2) Lafayette Shipments

These shipments are defined as products which ship from our site in Lafayette, USA.

Our products shipped from this site include:

- Screening libraries (RNAi, CRISPR, CRISPRa)
- CRISPR and CRISPRa reagents (Cas9, guide RNAs, knock-in templates)
- RNAi reagents (siRNA, shRNA, microRNA)
- cDNAs and ORFs
- Custom RNA

If your delivery address is in the UK or Europe, and you order products from our site in Lafayette (US), then these will first ship from the US to our Cambridge site (UK), and then from our Cambridge site to the final destination.

If you are ordering products from multiple sites or products that ship at multiple temperatures then the higher of the two applicable fees will be charged.

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- To get to the page you wish to view, please click on the relevant title and you will automatically be re-directed to that page.
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## Cambridge shipments

### Shipping to the UK

Products involved	Shipping condition
1. Molecular Diagnostics Reagents	Room temperature
2. Molecular Diagnostics Reagents	4 degrees/ice packs*
3. Cell Lines	Dry Ice

Product reference	GBP (£)	
	Shipping	Handling
1	16	5
2	19	15
3	32	55

\*Although we do have a 4-degree shipment option, please bear in mind that the majority of our reference standards are viable when shipped at different temperatures, and as such we most commonly use an ambient shipment temperature. However, the 4-degree option can still be selected as your requested method if you so wish.

Not finding the relevant information for your area? Click [here](#) for our 'Additional Currency & Destination Options'.

## Cambridge shipments

### Shipping to Europe - shipments from Cambridge, UK

Products involved	Shipping condition
1. Molecular Diagnostics Reagents	Room temperature
2. Molecular Diagnostics Reagents	4 degrees/ice packs*
3. Cell Lines	Dry Ice

Product reference	EUR (€)	
	Shipping	Handling
1	18	6
2	21	17
3	37	64

\*Although we do have a 4-degree shipment option, please bear in mind that the majority of our reference standards are viable when shipped at different temperatures, and as such we most commonly use an ambient shipment temperature. However, the 4-degree option can still be selected as your requested method if you so wish.

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## Cambridge shipments

### Shipping to the US - shipments from Cambridge, UK

Products involved	Shipping condition
1. Molecular Diagnostics Reagents	Room temperature
2. Molecular Diagnostics Reagents	4 degrees/ice packs*
3. Cell Lines	Dry Ice

Product reference	USD (\$)	
	Shipping	Handling
1	24	7
2	47	15
3	90	100

\*Although we do have a 4-degree shipment option, please bear in mind that the majority of our reference standards are viable when shipped at different temperatures, and as such we most commonly use an ambient shipment temperature. However, the 4-degree option can still be selected as your requested method if you so wish.

Not finding the relevant information for your area? Click [here](#) for our 'Additional Currency & Destination Options'.

## Cambridge shipments

### Shipping to the Rest of the World (ROW) - shipments from Cambridge, UK

Products involved	Shipping condition
1. Molecular Diagnostics Reagents	Room temperature
2. Molecular Diagnostics Reagents	4 degrees/ice packs*
3. Cell Lines	Dry Ice

Product reference	USD (\$)	
	Shipping	Handling
1	65	5
2	78	15
3	318	55

\*Although we do have a 4-degree shipment option, please bear in mind that the majority of our reference standards are viable when shipped at different temperatures, and as such we most commonly use an ambient shipment temperature. However, the 4-degree option can still be selected as your requested method if you so wish.

- Please note that exclusions may apply when shipping to certain locations, however, feel free to get in touch for more information from our Customer Service Teams via email: [orders@horizondiscovery.com](mailto:orders@horizondiscovery.com) or telephone: +44 (0) 1223 976 160 for the **UK** or 800-235-9880/303-604-9499 for the **US** or via our live chat feature by visiting the homepage ([click here](#)) and selecting the icon below:



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# Cambridge shipments

## Additional currencies and destinations

- Within this section you will find our additional currencies and destinations that we serve alongside the UK, EU, USA and the ROW.

- These sections will include shipments for the following:

1. Switzerland
2. Sweden
3. Denmark
4. Norway
5. Canada

- If you require any additional information or assistance, then please do not hesitate to contact our Customer Service Teams via email: [orders@horizondiscovery.com](mailto:orders@horizondiscovery.com) or telephone: +44 (0) 1223 976 160 for the **UK** or 800-235-9880/303-604-9499 for the **US** or via our live chat feature by visiting the homepage ([click here](#)) and selecting the icon below:



## Cambridge shipments

### Shipping to Switzerland - shipments from Cambridge, UK

Products involved	Shipping condition
1. Molecular Diagnostics Reagents	Room temperature
2. Molecular Diagnostics Reagents	4 degrees/ice packs*
3. Cell Lines	Dry Ice

Product reference	CHF	
	Shipping	Handling
1	20	7
2	24	19
3	41	72

\*Although we do have a 4-degree shipment option, please bear in mind that the majority of our reference standards are viable when shipped at different temperatures, and as such we most commonly use an ambient shipment temperature. However, the 4-degree option can still be selected as your requested method if you so wish.

Still have questions? Click [here](#) to head straight to our Contact Page.

## Cambridge shipments

### Shipping to Sweden - shipments from Cambridge, UK

Products involved	Shipping condition
1. Molecular Diagnostics Reagents	Room temperature
2. Molecular Diagnostics Reagents	4 degrees/ice packs*
3. Cell Lines	Dry Ice

Product reference	SEK	
	Shipping	Handling
1	184	62
2	217	175
3	379	662

\*Although we do have a 4-degree shipment option, please bear in mind that the majority of our reference standards are viable when shipped at different temperatures, and as such we most commonly use an ambient shipment temperature. However, the 4-degree option can still be selected as your requested method if you so wish.

Still have questions? Click [here](#) to head straight to our Contact Page.

## Cambridge shipments

### Shipping to Denmark - shipments from Cambridge, UK

Products involved	Shipping condition
1. Molecular Diagnostics Reagents	Room temperature
2. Molecular Diagnostics Reagents	4 degrees/ice packs*
3. Cell Lines	Dry Ice

Product reference	DKK	
	Shipping	Handling
1	134	45
2	156	127
3	274	478

\*Although we do have a 4-degree shipment option, please bear in mind that the majority of our reference standards are viable when shipped at different temperatures, and as such we most commonly use an ambient shipment temperature. However, the 4-degree option can still be selected as your requested method if you so wish.

Still have questions? Click [here](#) to head straight to our Contact Page.

## Cambridge shipments

### Shipping to Norway - shipments from Cambridge, UK

Products involved	Shipping condition
1. Molecular Diagnostics Reagents	Room temperature
2. Molecular Diagnostics Reagents	4 degrees/ice packs*
3. Cell Lines	Dry Ice

Product reference	NOK	
	Shipping	Handling
1	178	59
2	208	169
3	364	635

\*Although we do have a 4-degree shipment option, please bear in mind that the majority of our reference standards are viable when shipped at different temperatures, and as such we most commonly use an ambient shipment temperature. However, the 4-degree option can still be selected as your requested method if you so wish.

Still have questions? Click [here](#) to head straight to our Contact Page.

## Cambridge shipments

### Shipping to Canada - shipments from Cambridge, UK

Products involved	Shipping condition
1. Molecular Diagnostics Reagents	Room temperature
2. Molecular Diagnostics Reagents	4 degrees/ice packs*
3. Cell Lines	Dry Ice

Product reference	CAD	
	Shipping	Handling
1	32	9
2	64	20
3	121	108

\*Although we do have a 4-degree shipment option, please bear in mind that the majority of our reference standards are viable when shipped at different temperatures, and as such we most commonly use an ambient shipment temperature. However, the 4-degree option can still be selected as your requested method if you so wish.

Still have questions? Click [here](#) to head straight to our Contact Page.

## Lafayette shipments

### Shipping to the UK

Product	UK (GBP)	
	Shipping	Handling
siRNA, clones	16	5
buffers, transfection	19	15
viral	19	15
viral, siRNA libraries, collections**	32	55

#### A guide to shipping conditions:

- If you would like to find out at which shipping condition (temperature) your items will ship at and how this will impact your shipment plans, feel free to either contact Customer Support Teams via email: [orders@horizondiscovery.com](mailto:orders@horizondiscovery.com) or telephone: +44 (0) 1223 976 160 for the **UK** or 800-235-9880/303-604-9499 for the **US** or via our live chat feature.

You can also look up the shipping conditions on our [website](#). Search the catalogue number of the product and once on the product profile page, simply click on 'Specifications' and you will find the shipping condition listed amongst other supplementary information.

\*\* Please note that this is a baseline shipping fee and some products in these ranges, due to their size, may have higher fees involved. If this is the case, your sales representative will include these fees on your quote for you to review before placing your order.

## Lafayette shipments

### Shipping to the EU - shipments from Lafayette, US

Product	EU (EUR)	
	Shipping	Handling
siRNA, clones	18	6
buffers, transfection	21	17
viral	21	17
viral, siRNA libraries, collections**	40	64

#### A guide to shipping conditions:

- If you would like to find out at which shipping condition (temperature) your items will ship at and how this will impact your shipment plans, feel free to either contact Customer Support Teams via email: [orders@horizondiscovery.com](mailto:orders@horizondiscovery.com) or telephone: +44 (0) 1223 976 160 for the **UK** or 800-235-9880/303-604-9499 for the **US** or via our live chat feature.

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## Lafayette shipments

### Shipping to Switzerland - shipments from Lafayette, US

Product	Switzerland (CHF)	
	Shipping	Handling
siRNA, clones	20	7
buffers, transfection	25	19
viral	25	19
viral, siRNA libraries, collections**	46	72

#### A guide to shipping conditions:

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## Lafayette shipments

### Shipping to Sweden - shipments from Lafayette, US

Product	Sweden (SEK)	
	Shipping	Handling
siRNA, clones	184	62
buffers, transfection	217	175
viral	217	175
viral, siRNA libraries, collections**	411	662

#### A guide to shipping conditions:

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## Lafayette shipments

### Shipping to Denmark - shipments from Lafayette, US

Product	Denmark (DKK)	
	Shipping	Handling
siRNA, clones	134	45
buffers, transfection	157	127
viral	157	127
viral, siRNA libraries, collections**	297	478

#### A guide to shipping conditions:

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## Lafayette shipments

### Shipping to Norway - shipments from Lafayette, US

Product	Norway (NOK)	
	Shipping	Handling
siRNA, clones	178	59
buffers, transfection	208	169
viral	208	169
viral, siRNA libraries, collections**	396	635

#### A guide to shipping conditions:

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## Lafayette shipments

### Shipping to the US - shipments from Lafayette, US

Product	USA (USD)	
	Shipping	Handling
siRNA, clones	24	7
buffers, transfection	31	10
viral	31	10
viral, siRNA libraries, collections**	79	50

#### A guide to shipping conditions:

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## Lafayette shipments

### Shipping to Canada - shipments from Lafayette, US

Product	Canada (CAD)	
	Shipping	Handling
siRNA, clones	32	9
buffers, transfection	41	13
viral	41	13
viral, siRNA libraries, collections**	106	68

#### A guide to shipping conditions:

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**t** +44 (0) 1223 976 160 (UK) or +1 800 235 9880 (USA)

**f** +44 (0)1223 655 581

**e** [orders@horizondiscovery.com](mailto:orders@horizondiscovery.com)

**w** [www.horizondiscovery.com](http://www.horizondiscovery.com)

**Horizon Discovery**, 8100 Cambridge Research Park, Waterbeach, Cambridge, CB25 9TL, United Kingdom

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