

Customer Services 2024

Your complete guide to our shipping fees



horizon

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

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

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

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 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.
- If you require any additional information or assistance, then please do not hesitate to contact our Customer Service Teams via email: 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 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	19	5
2	23	15
3	39	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
4. Cell Lines to Europe (outside EU)	Dry Ice

Product reference	EUR (€)	
	Shipping	Handling
1	21	6
2	26	17
3	45	64
4	48	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.

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

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	29	7
2	56	15
3	107	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	76	5
2	93	15
3	378	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 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:



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

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 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	23	7
2	29	19
3	50	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	214	62
2	259	175
3	450	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	156	45
2	186	127
3	327	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	206	59
2	248	169
3	433	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	38	9
2	77	20
3	145	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	19	5
buffers, transfection	22	15
viral	22	15
viral, siRNA libraries, collections**	39	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 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	21	6
buffers, transfection	26	17
viral	25	17
viral, siRNA libraries, collections**	48	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 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	23	7
buffers, transfection	31	19
viral	30	19
viral, siRNA libraries, collections**	55	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	214	62
buffers, transfection	258	175
viral	251	175
viral, siRNA libraries, collections**	490	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	156	45
buffers, transfection	187	127
viral	180	127
viral, siRNA libraries, collections**	354	478

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 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 Norway - shipments from Lafayette, US

Product	Norway (NOK)	
	Shipping	Handling
siRNA, clones	206	59
buffers, transfection	248	169
viral	241	169
viral, siRNA libraries, collections**	471	635

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 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 the US - shipments from Lafayette, US

Product	USA (USD)	
	Shipping	Handling
siRNA, clones	29	7
buffers, transfection	38	10
viral	37	10
viral, siRNA libraries, collections**	94	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	39	9
buffers, transfection	50	13
viral	49	13
viral, siRNA libraries, collections**	127	68

A guide to shipping conditions:

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