

International Sample Shipping Frequently Asked Questions (FAQs)

1. Question: Do I need to have an account with Rock River Laboratory?

Answer: To begin any testing with Rock River Laboratory, you must first create an account. You can begin this process by emailing office@rockriverlab.com, or completing a paper account setup form to accompany your sample shipment.

2. Question: Are there charges associated with shipping international shipping - beyond what my carrier charges?

Answer: There is an additional charge of \$10 for special handling of international samples, charged by Rock River Laboratory.

3. Question: Do I need to complete an FDA Prior Notice form with my samples?

Answer: No. This only pertains to those handling human food ingredients.

4. Question: What sample submission form from Rock River Laboratory should I use?

Answer: You can find our sample submission forms [here](#).

5. Question: What couriers can I utilize to send samples to Rock River Laboratory?

Answer: You can utilize couriers such as, DHL or any other local couriers to get your samples shipped to us.

6. Question: Where can I find import permits?

Answer: Import permit can be found and downloaded from our website [here](#).

7. Question: What information do I need to include in the samples and shipping invoice?

Answer: Within your sample and shipping invoice, you should include a description of the contents and the address of where the sample was collected. Along with this information, [a sample submission form](#) allows us to perform the correct analysis, as requested. You can find a step-by-step of this [here](#).

8. Question: Where can I find the Rock River Laboratory commercial invoice sample?

Answer: An example commercial invoice document can be found [here](#).