

September 22, 2026

Dear CADUCEON Clients,

We are writing to advise you of an important update to our shipping policy. Going forward, all shipments to and from CADUCEON laboratories sent via our FedEx account will be charged back at the exact amount billed by FedEx to CADUCEON.

For many years, we have worked hard to maintain a flat shipping rate to provide stability and cost savings for our clients. Unfortunately, this is no longer feasible. FedEx has introduced multiple additional fees that significantly impact total shipping costs, including fuel surcharges, special handling fees, and extra charges for out-of-area or remote locations. CADUCEON has absorbed these increases for as long as possible, but the cumulative impact now requires a change.

Please note that some clients may not have fallen under our previous flat-rate category. For those shipments, you may not see a significant change under the new bill back structure, as your billing has already closely reflected actual carrier costs.

We understand the financial pressures many organizations are facing, and we have worked hard to minimize the impact of rising carrier fees on our clients. We regret having to implement this adjustment, but it is necessary to ensure we can continue providing reliable service and timely sample transport.

We appreciate your understanding and continued partnership. If you have any questions or would like to discuss how this change may affect your shipments, please feel free to reach out.

Sincerely,



Damien John Gilbert

CADUCEON Environmental Laboratories