

Turn Around Times

Reliable, Consistent, Convenient

Delivering reliable **Turn Around Times (TAT)**, conveniently and consistently via a network of IDEXX-branded courier cars and third party service providers. IDEXX Laboratories provides you with access to our diagnostic solutions no matter where you are.

TAT for Metro Areas

For courier bookings made by 12 noon (Monday - Saturday), results on routine* samples will be available before 6.00pm the same day.

For courier bookings made by 7.00pm (Monday - Friday), results on routine* samples will be available before 9.00am the next day.

Turn around times indicated are issued as a general guide, with non-metro services being subject to changes due to commercial airline logistics. Please consult with your Diagnostic Practice Consultant regarding your individual circumstances. Samples received outside of business hours will be processed on the next business day.

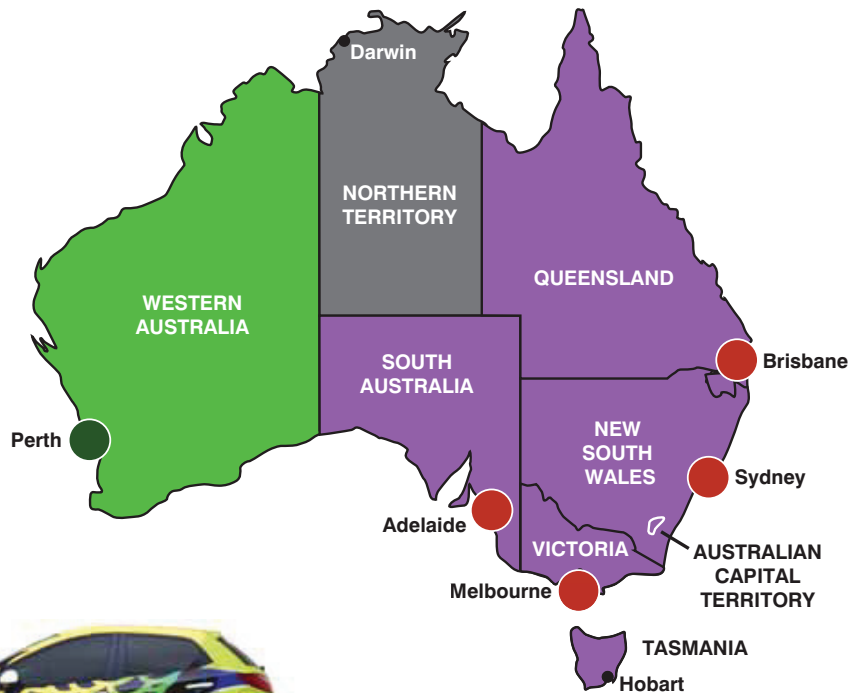
Perth: For courier bookings made by 12 noon (Monday - Friday), results on routine* samples will be available before 10am the next day.

TAT for Non-Metro Areas

● QLD, NSW, ACT, VIC, TAS, SA: For courier bookings made by 12 noon (Monday - Friday), results on routine* samples will be available before 12 noon the next day.

● Regional WA: For courier bookings made by 12 noon (Monday - Friday), results on routine* samples will be available within 48 hours.

● NT: For courier bookings made by 12 noon (Monday - Friday), results on routine* samples will be available before 11:30am the next day.



Customer Service Opening Times

Please call 1300 44 33 99 to speak with one of our consultants.

(excludes WA and NT)		Western Australian	Northern Territory		
Mon to Fri	8 am - 7 pm	Mon to Fri	6 am - 5 pm	Mon to Fri	7:30 am - 6:30 pm
Saturday	8 am - 4 pm	Saturday	6 am - 2 pm	Saturday	7:30 am - 3:30 pm

* Routine testing includes, core chemistry, haematology, and endocrinology work.