

Shipping Policies



Orders from MitoSciences are shipped using Federal Express®.

*MitoSciences is located on the West Coast of the United States. All time references are to the Pacific Standard Time Zone.

All domestic orders are shipped via FedEx® Standard Overnight for delivery the following day if placed before 10:00am, Monday through Thursday, unless otherwise stated by Customer Service. Domestic orders received after 10:00am on Thursdays and on Fridays will be shipped on the following Monday.

For international orders, we provide shipping via FedEx® International Priority. We ship international orders on Monday, Tuesday and Friday, any orders placed before 10:00am on these days will be shipped same day. Any orders placed on Wednesday or Thursday, or after 10:00am, will be shipped the next international shipping day. (Some exceptions may apply) If your company or institution has a VAT # or Customs #, please be sure to provide it when you place the order. This will help prevent any delays in your order reaching you in a timely fashion.

All packaging and shipping charges will be pre-paid by MitoSciences and added to your invoice; therefore FOB is origin, pre-pay and add. If your company or institution has its own FedEx shipping account and you would like to use it to ship your order, please include the account number when placing your order and no shipping charges will be added to your invoice; packaging costs will still be incurred.

All shipments of antibodies are sent in temperature controlled, insulated packaging to ensure product continuity. Please open your order immediately upon arrive to view the storage conditions of your products. If you would prefer alternative shipping arrangements, please indicate in the Special Instructions section of your order.

We have become aware that several countries are difficult to ship packages to which contain dry ice. As several of our products including controls for our 600 series cocktails require shipping on dry ice, we recommend customers located in Spain, Italy and India please keep in mind that we will package the order to ship and stay frozen in the declared ship time by FedEx (usually 3-4 days). We will not attempt reshipments of dry ice components in an order due to delayed customs actions.

If you are a new customer or have not ordered from us in a while, please make sure your company or institution has all the appropriate import documentation to receive our products. MitoSciences will not be held accountable for any denied shipments due to lack of recipient documentation/licenses. Some countries may require an import license or other special customs clearance documents, to receive our products.