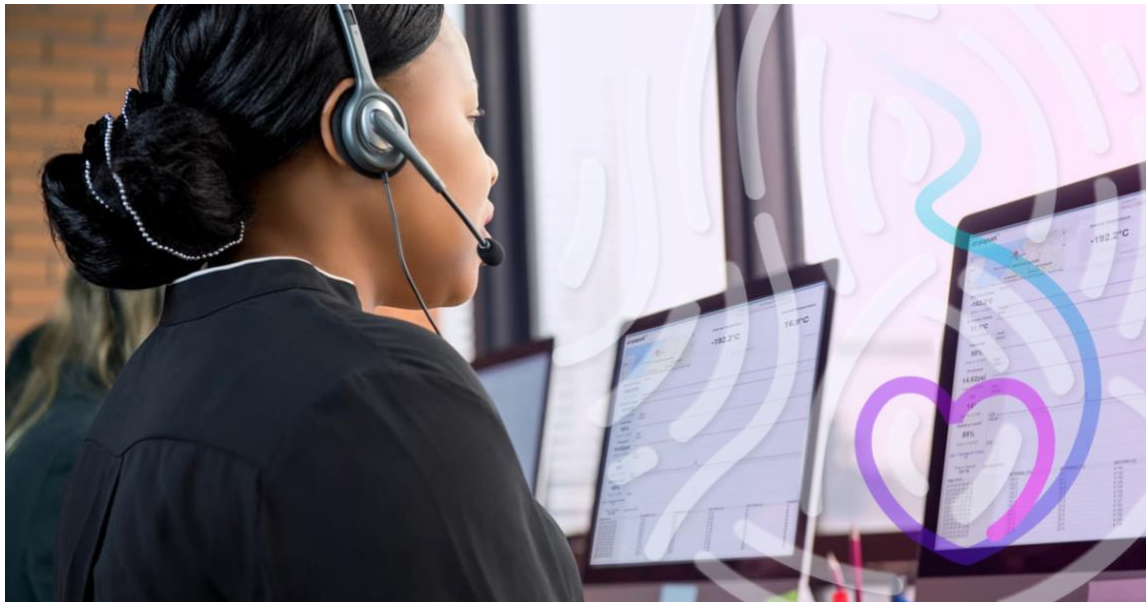


Peace of Mind: How Cryoport Supports You from Pickup to Delivery



Wherever you are in your fertility journey, from beginning IVF treatments to growing your family through surrogacy or even coordinating with a fertility clinic across the world, you're placing extraordinary trust in the hands of the provider you've chosen to transport your precious materials. Cryoport Systems takes this trust and our ability to support your future seriously. Our capabilities go far beyond transportation to provide a true partnership built on reliability and care.

This partnership begins long before your shipment is on the move. From the first contact, our team is focused on understanding your needs and timelines, and we work hand-in-hand with you and your clinic or storage facility to create a personalized transport plan. This plan can be broken down into four steps that begin with securing your irreplaceable materials in shipping systems built for precision and extends through the hand-off at your final destination. Throughout each stage, you can lean on the peace of mind that comes from working with the industry leader in safely transporting irreplaceable materials anywhere in the world.

Step 1: Shipment Preparation & Secure Packaging

Before your shipment ever leaves the clinic or storage facility, Cryoport Systems' team is already at work ensuring every detail is in place. Each shipment is supported by a dedicated network of experts extensively trained in temperature-sensitive shipping. Our team takes time to understand your needs, which includes alignment with your timing, material type, and delivery

location. Once your order is in place, we take it from there to guide you through the journey with a shipment plan that's tailored precisely to your situation.

Every reproductive material transport is supported by our [Cryoport Express®](#) line of shipping systems, which consist of shippers specially engineered to maintain cryogenic conditions for extended periods of time. All of our shipping systems are validated and qualified before use with built-in safeguards against temperature fluctuations, vibration, and mishandling. It's part of how we protect the integrity of your materials at all times. These shippers are delivered directly to your fertility clinic or storage facility for secure loading. To make this process seamless, we provide step-by-step instructions that outline exactly how to prepare and package materials inside our systems.

Step 2: Personalization En Route

Once your materials are prepared for travel, Cryoport Systems ensures the shipment begins with precision and care. In select regions, our Cryoshuttle® service provides personalized, first and last-mile delivery of shipping systems in designated vans for a human touch across the logistics journey. This service is personally managed by Cryoport Systems-trained professionals, and all Cryoshuttle vehicles are GPS-tracked and equipped with video surveillance. Each vehicle's interior is outfitted with security restraints to physically secure shipping systems during transport, preventing movement or impact. Plus, every handoff is performed according to transport specifications, like our ability to tender directly to airlines with our TSA certifications.

From there, all shipments – whether with the Cryoshuttle or through another transportation method – follow a carefully planned route designed for safety and reliability. We identify the most efficient transport routes to meet timelines using historical performance data gathered from our proven success with over a million successful deliveries. For international shipments, our team also manages the complexities of cross-border logistics, including customs paperwork and regulatory compliance. No matter the distance or destination, each route is carefully selected to support the prompt arrival of your materials.

Step 3: Continuous Tracking with 24/7 Support

We never take our eyes off your shipment with continuous monitoring combined with personal oversight. All our shipping systems are equipped with our Smartpak™ integrated condition monitoring, which provides data on a shipment's location, internal and external temperature, orientation, and other critical parameters throughout transit.

Behind every data point is a team of people who care deeply about your outcome. Our logistics experts monitor all shipments while in transit and take proactive measures to safeguard the viability of your precious materials if deviations occur during transport. With 24/7 customer support, you're never alone in the process. Our team is prepared to answer questions, provide care, and offer reassurance.

Step 4: Safe, Verified Delivery and Confirmation

Cryoport Systems ensures that the final steps in your shipment's journey are just as secure and transparent as the first. Every link in the transport chain is documented by our [Chain of Compliance®](#) process. The Chain of Compliance works alongside the Smartpak monitoring system to create a full data history of shipment handling and condition from pickup through delivery. This includes specificities like who received your shipment and how it was handled at every step. This clear chain of custody reinforces accountability and confidence that your materials have been managed with integrity and have stayed within expected parameters throughout transit.

Once your shipment arrives, the receiving clinic or facility verifies the condition and identity information that marks your reproductive materials as your own. This confirmation step shows that everything has arrived exactly as expected and in optimal condition. Your clinic or facility will notify you directly once they've received and assessed your shipment. Each shipper contains the appropriate return labels and information on how your clinic or facility can schedule the return of the empty shipping system back to Cryoport Systems. When returned to a Cryoport Systems facility, our team will once again requalify the shipper to ensure it's in perfect working order and disinfect the system and all stainless-steel accessories through our proprietary [Veri-Clean®](#) process.

Your Future, Delivered with Care

At every stage of the journey, Cryoport Systems is committed to protecting your future. We understand the immense trust intended parents place in our hands, and we honor that trust through our industry-leading quality and compliance. With more than one million successful shipments completed across 150+ countries, our track record of success that spans two decades is built on reliability and excellence.

For anyone on their fertility journey, from those needing to schedule an upcoming shipment to those who are considering moving materials down the line, Cryoport Systems is proud to provide reliable transport services to help you achieve your family-building goals.