



## Important ordering information for Cellaria customers in the U.S. and Canada

Per our press release on April 13, 2017, Cellaria is partnering with BioreclamationIVT, a leading provider of biospecimens and related services, to market and distribute our novel cancer cell lines and cancer culture media in the United States and Canada.

As a valued Cellaria customer, we want to ensure our commitment to superior customer service and ensure a seamless transition with BioreclamationIVT.

### **Cellaria Customers Located in the U.S. or Canada Ordering Cancer Cell Models and Cancer Cell Culture Media:**

You may now order through BioreclamationIVT by calling 516-483-1196, Mon-Fri 8:00 AM-8:00 PM EST or via email at [customerservice@bioreclamationivt.com](mailto:customerservice@bioreclamationivt.com).

Orders placed with Cellaria through our website at [cellariabio.com](http://cellariabio.com), via phone at 617-981-4208, Mon-Fri 9:00 AM-4:00 PM EST or via email at [support@cellariabio.com](mailto:support@cellariabio.com) will continue to be processed by Cellaria during this transition.

Please add BioreclamationIVT to your approved vendor list by August 15, 2017 so that all orders placed after this date can be fulfilled through BioreclamationIVT.

All U.S. or Canada customers interested in purchasing our stem cell culture media or supplemental products should continue to place their orders with Cellaria at [cellariabio.com](http://cellariabio.com), via phone at 617-981-4208, Mon-Fri 9:00 AM-4:00 PM EST or via email at [support@cellariabio.com](mailto:support@cellariabio.com).

### **Customer Support Inquiries:**

For **shipment, tracking or delivery inquiries** on orders placed through BioreclamationIVT, please contact customer support at 516-483-1196 or via email at [customerservice@bioreclamationivt.com](mailto:customerservice@bioreclamationivt.com).

For **technical questions** regarding Cellaria's products and services, or for information on orders placed through Cellaria, please continue to call our customer service at 617-981-4208.



**BioreclamationIVT Vendor Registration Information:**

To facilitate the vendor registration for BioreclamationIVT with your organization, we've provided some key information to begin that process:

Company Name:	BioreclamationIVT LLC
Company Address	1450 South Rolling Rd Baltimore MD 21227
Taxpayer ID:	52-1707567
NAICS Code (North American Industrial Classification Code):	325414
Small Business Designation, if any:	N/A
W9:	<a href="#">Download a copy of BioreclamationIVT's W9</a>

**Cellaria Customers Located Outside the U.S. or Canada:**

If you are a customer located outside the U.S. or Canada and would like to order any of the Cellaria products, please continue to order through our website at [cellariabio.com](http://cellariabio.com), via phone at 617-981-4208 or via email at [support@cellariabio.com](mailto:support@cellariabio.com).

If you have any questions or concerns regarding our partnership with BioreclamationIVT and how it will affect your orders with Cellaria, please contact us at 617-981-4208.

Thank you,  
Cellaria Customer Service