



Providing Sterilization & Laboratory Services  
for the world's most innovative healthcare  
companies.

## Customer Notification - November 28th 2025

# End of Year Activities 2025

Dear business partners,

Please be informed of the following service arrangements during the upcoming public holiday and year-end period:

### Thursday, 25th December 2025 (Christmas Day)

- Laboratory: Closed. Samples can be received on 25th December, but processing and test results will resume on 26th December.
- Sterilization: Operating as usual. Certificates will be available from 26th December.
- Logistics: Goods reception remains open on 25th December, processed as express (+25% surcharge). Outbound shipments will resume on 26th December.

### Year-End Laboratory Testing

- Sterility tests (14-day incubation): To receive certificates before 31st December 2025, orders and samples must be received by 5th December, 5 PM (CET).
- Other laboratory tests (Bioburden, Endotoxins, Cytotoxicity, Residuals, etc.): Operates as usual until 12th December 2025. For certificates required before 31st December 2025, any orders and samples received after 12th December, 5 PM (CET) must include an "express processing" mention (+25%).

### Sterilization and Treatment EtO

- Standard orders: Goods delivered to Medistri after 5 December 2025, 17:00 (CET), can be picked up in 2026.
- Express orders: Goods delivered to Medistri between 5 and 12 December 2025 before 17:00 (CET) can be picked up in 2025.
- SuperExpress orders: Goods delivered to Medistri after 12 December 2025 can be collected in 2025 (please contact our customer service for more information [customerservice@medistri.com](mailto:customerservice@medistri.com)).

### Sterilization and Steam Treatment

- Standard orders: Goods delivered to Medistri after 5 December 2025, 17:00 (CET), can be picked up in 2026.
- Express orders: Goods delivered to Medistri between 5 and 12 December 2025 before 17:00 (CET) can be picked up in 2025.
- SuperExpress orders: Goods delivered to Medistri after 12 December 2025 can be collected in 2025 (please contact our customer service for more information [customerservice@medistri.com](mailto:customerservice@medistri.com)).

### Laboratory Services

- Standard Orders (14 days incubation required): Results for samples delivered to Medistri before December 5 2025, by 17:00 (CET) will be available in 2026.
- Express Orders: Results for samples delivered to Medistri between December 5 and 12, 2025, by 17:00 (CET) will be available in 2025.
- SuperExpress Orders: Please contact our customer service team for more information at [customerservice@medistri.com](mailto:customerservice@medistri.com).