



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

## Customer Notification - November 17th 2025

# Switzerland's Immaculate Conception Holiday Closure

Dear business partners,

Please be informed of the following service arrangements during the upcoming public holiday:

### Monday, 8th December 2025 (Immaculate Conception)

- Laboratory: Closed. Samples can be received on 8th December, but processing and test results will resume on 9th December.
- Sterilization: Operating as usual. Certificates will be available from 9th December.
- Logistics: Goods reception remains open on 8th December, processed as express (+25% surcharge). Outbound shipments will resume on 9th December.

### Contacts for enquiries

- Laboratory: [lab@medistri.swiss](mailto:lab@medistri.swiss)
- Sterilization & Logistics: [helpdesk@medistri.com](mailto:helpdesk@medistri.com) | +41 (0)26 676 90 80

We thank you for your understanding and wish you a pleasant holiday season.

— Your Medistri Team

## FAQ – Immaculate Conception 2025

### 1. Can I send laboratory samples on Monday, 8th December?

- Yes. Sample reception will be possible on 8th December. However, the laboratory will be closed, and sample processing will only resume on Tuesday, 9th December.

### 2. When will my laboratory results or sterilization/treatment certificates be available?

- All laboratory results and certificates will be uploaded to MyMedistri from 9th December onward.

### 3. Will the sterilization service continue during the holiday?

- Yes. The steriliation department will operate as usual on 8th December. Administrative activities (including Customer Service & Helpdesk) will reopen on 9th December.

### 4. Is goods reception available on 8th December?

- Yes. Goods reception will remain open. Receptions on 8th December will be treated as express and subject to a +25% surcharge.

### 5. When will outbound shipments be processed?

- Outbound shipments will resume on Tuesday, 9th December.

### 6. Who can I contact in case of questions?

- For laboratory-related enquiries: [lab@medistri.swiss](mailto:lab@medistri.swiss)
- For sterilization or logistics enquiries: [customerservice@medistri.com](mailto:customerservice@medistri.com) or +41 (0)26 676 90 80