



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

## Customer Notification - April 30th 2026

# Switzerland's Ascencion Holiday Closure

Dear Business Partner,

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

### Thursday, May 14th 2026 (Ascencion)

- **Laboratory:** Samples can be received on May 14th, but processing and test results will resume on May 15th.
- **Administration & Quality:** Certificates will be available from May 15th.
- **Sterilization:** Operating as usual.
- **Logistics:** Goods reception remains open on May 14th, processed as express (+25% surcharge). Outbound shipments **will resume on May 15th.**

We would greatly appreciate if you would be able to complete as much expedition shipments as possible, the week and days prior to May 14th.

### Contacts for Enquiries

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

We thank you in advance for your understanding and wish you a wonderful day.

— Your Medistri Team

### FAQ – Ascencion 2026

#### 1. Can I send laboratory samples on Thursday, May 14th?

Yes. Sample reception will be possible on May 14th. However, the laboratory will be closed, and processing will resume on May 15th.

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

All results and certificates will be uploaded to MyMedistri from May 15th onward.

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

Yes. The sterilization department will operate as usual on May 14th. Administrative activities (including Customer Service & Helpdesk) will resume on May 15th.

#### 4. Is goods reception available on May 14th?

Yes. Goods reception will remain open. Receptions on May 14th will be treated as express and subject to a +25% surcharge.

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

Outbound shipments will resume on Friday, May 15th.