Return Instructions

Double-check that the sample is registered at everlywell.com/register and that the completed ID sticker is affixed to the sample tube. If you are under 18, please ask your parent or guardian for assistance with packaging and return shipment of your specimen.

What's next?

1. Once the sample arrives at the lab, it will pass a quality check before processing begins. We’ll contact you if there are any issues. Keep kit ID for reference.

2. A board-certified physician will review the test taker’s results and securely transmit them to us. We’ll email you as soon as the results arrive.

3. We'll send you a UPS drop box. It’s important to drop off the sample on the same day the sample is collected, and before the last pickup for overnight shipping. Do not deliver sample to a drop box on the weekend.

Questions?
support.everlywell.com

The kit includes:

- Swab and tube
- Kit ID stickers
- Biohazard bag with Absorbent Sheet
- Return box
- Return envelope
- Return label
- Alcohol prep pad

Rx Only. For Use Under Emergency Use Authorization For in vitro diagnostic use only
Important Reminder
Be sure to complete these 3 steps before mailing the kit.

Register kit
Fill out kit ID sticker
Same day ship

Visit www.everlywell.com/register and complete registration.

The lab can only process the sample if you:
- Register the test taker’s sample at everlywell.com/register
- Fill out ID sticker with test taker’s information and affix to the sample tube
- Ship sample the same day of collection (Monday-Friday)

Sample Collection Instructions
Please read all instructions fully prior to collecting the specimen. Follow all instructions closely to ensure the collected specimen is acceptable for processing. Failure to follow all instructions may lead to the specimen being rejected or to incorrect results. Make sure you can ship the same day the sample is collected (Monday-Friday).

1. Register
Register the kit at everlywell.com/register using the test taker’s information before collecting the sample. Do not register until you are ready to collect the sample because you will be asked to enter the time of collection. Collect Monday-Friday as samples cannot be shipped on the weekend. The lab cannot process the sample if this step is missed.

2. Watch video
For best results, watch our collection video at everlywell.com/collect before you start.

3. Locate UPS drop box
Visit the UPS website to view drop box locations and pick up schedules. Your sample must be dropped off at the drop box before the last pickup on the day it is collected. Only collect samples on Monday-Friday as samples cannot be shipped on the weekend.

4. Fill out kit ID sticker
Using a ballpoint pen or fine tip permanent marker, write the test taker’s full name, date of birth, and collection date on the ID sticker before placing it on the collection tube. Do not pour the liquid out of the tube.

5. Prep space and wash hands
Disinfect surfaces where the test will be completed. The test taker should blow their nose. The person collecting the sample should thoroughly wash their hands with soap and water for 20 seconds prior to collection.

6. Prepare to collect
Before inserting the swab, locate the break point on the swab (near the tip) as this will be needed after the sample is collected. The test taker should tilt their head back slightly.

7. Insert nasal swab
Hold the swab below the break point. Insert the soft tip of the swab into the nostril. That’s usually 1/2 to 3/4 of an inch for an adult, and less than 1/2 an inch for younger children. DO NOT go beyond this depth. If you are collecting a specimen from a child, be careful not to insert the swab too far into the child’s nostril.

8. Collect swab sample
Rotate the swab 3 times all the way around the nasal wall with a slight pressure. Remove swab. Repeat this process in the other nostril using the same swab.

9. Place the swab sample in the tube
Place the swab sample (tip down) in the tube without spilling the liquid. Break the swab at the break point (near the tip) and leave in tube. Liquid volume may not completely cover the swab tip.

10. Place tube into bag
Place tube into protective biohazard bag with the absorbent sheet. Follow return instructions on the reverse.