

Measurement requests should be made on <https://app.momentum-transfer.com>. Once your request has been approved, you can send us your samples following the instructions below.

Instructions for sending samples

When sending samples to us for preparation, a few considerations can help ensure the process runs smoothly.

- **Send a sufficient volume of material to completely fill the sample holders.**

We typically recommend sending a minimum of 30–50 mg of the sample, if possible. It's always better to err on the side of more, especially when dealing with materials that are statically charged, as it makes loading easier.

- **Use one of the recommended container types.**

Examples of recommended containers and minimum required volume are shown below.



Sample container & volume

- use transparent glass or plastic
- minimum of 5 mm opening aperture
- not longer than 5 cm
- labels should not cover the full surface (we should be able to see the contents)

- **Use printed labels corresponding the sample-IDs entered in your measurement request**

The labels on the vials should be identical to the sample-IDs used in your measurement request.

Please use printed labels so samples can be easily identified. We admit that even our own handwriting is often difficult to read. If you cannot print, please write legibly.

If you are sending us pre-filled sample holders...

In this case, we recommend to use stiff packaging, with plenty of padding around the sticks to avoid breakage while in transit. The sample holder should not be able to shuffle around or be torqued or bent.

Please use additional containment around the holder in the unfortunate case of sample leakage.

Please see the sample preparation guide at the bottom of the [FAQ](#) page for further instructions on loading your materials.

Shipping Address

So that we can easily identify your samples, please include the sample list from your measurement request together with a description of any special handling requests if necessary.

You will receive the shipping address in our web app: <https://app.momentum-transfer.com>, once your measurement request is approved.

If you are shipping from outside the European Economic Community (EEC)...

If you send the samples from a country outside the European Economic Community area, customs services may ask us for additional documents, specifically a pro forma invoice corresponding to the contents of your shipment. An example of the pro forma is provided in the **Support** tab on <https://app.momentum-transfer.com>.

Please enter your shipment tracking information (and attach a .pdf version of the pro forma if needed) to your measurement request in the app.