Return Instructions

Double check that you registered your sample at everlywell.com/register and added the ID sticker with your information to the sample tube.

1. Wash your hands
   Wash your hands thoroughly with soap and water for 20 seconds.

2. Get return box ready
   Assemble the box (insert flaps or pop open) and close one end.

3. Prepare sample
   Place your biohazard bag inside the box. The box provides extra protection during transit.

4. Put box in mailer
   With clean hands, place the shipping box into the prepaid mailer. Apply the shipping label to the front of the mailer.
   Do not cover the UN3373 label.

5. Disinfect the mailer
   Use the provided alcohol prep pad to disinfect the mailer, avoiding the address label, before completing the final shipping step.

6. Ship
   Deliver the pre-paid, pre-addressed return pack to a UPS drop box. It’s important you drop off your sample on the same day you collect before the last pickup for overnight shipping. Do not deliver sample to a drop box on the weekend.

Questions?
support.everlywell.com
covid19@everlywell.com
+1 855-463-1670

What’s next?
1. Once your sample is received, the lab will process your sample.
2. A board-certified physician will review your results and securely transmit them to us.
3. We will email you as soon as your results arrive. If positive results are shown, you will be contacted by our independent physician care network for next steps.

Check the status of your order any time by going to everlywell.com/orders

COVID-19 Test Home Collection Kit DTC

Instructions

Your kit includes:

- Swab and tube
- Kit ID stickers
- Biohazard bag with absorbent sheet
- Alcohol prep pad
- Return box
- Return envelope
- Return label
- Instructions and fact sheet for individuals

For Use Under Emergency Use Authorization
Important Reminder

Be sure to complete these 3 steps before mailing your kit.

Register kit
Fill out kit ID sticker
Same day ship

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

The lab can only process your sample if you:
- □ Register your sample at everlywell.com/register
- □ Fill out ID sticker and place it on your sample tube
- □ Ship sample the same day you collect (Monday-Friday)

Sample Collection Instructions

Please follow all instructions closely to ensure proper precautions are taken for packaging and sending COVID-19 samples to our collection labs. Make sure you can ship the same day you collect.

1. Register
   You must register your kit at everlywell.com/register before you collect. Do not register until you are ready to collect your sample because you will be asked to enter your time of collection. Collect Monday-Friday as samples cannot be shipped on the weekend. The lab cannot process your 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. Plan to collect and drop off your sample to the drop box on the same day (Monday-Friday) before the last pickup. Shipping materials are under the green box.

4. Fill out kit ID sticker
   Place ID sticker on the collection tube. Do not cover the barcode sticker already on the tube. Using a ballpoint pen or fine tip permanent marker, write your full name, date of birth, and the date of collection. Your information must match what you used to register your kit. Do not pour the liquid out of the tube.

5. Prep space and wash hands
   Disinfect surfaces where you will be completing your test. Blow your nose. Then thoroughly wash your hands with soap and water for 20 seconds prior to collection.

6. Prepare to collect
   Before inserting the swab, locate the perforation on the swab (near the tip) as you will need this after you collect your sample. Then tilt your head back to approximately a 45 degree angle.

7. Insert nasal swab
   Hold the swab below the perforation line. Gently and slowly insert the swab into your nostril, about 1 inch until gentle resistance is met.

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 perforated line (near the tip) and leave in tube. Tightly seal cap. 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.