



## WELCOME TO CALIFORNIA CRYOBANK!

Thank you for considering California Cryobank for your donor sperm needs. We realize how important a decision this is and are honored to be able to assist you. So that we may best serve you, please take a moment to review the information below. Be sure to visit us at [www.cryobank.com](http://www.cryobank.com) for more details or contact us at 866-927-9622 with any questions. We're here to help.

### CCB SALES POLICIES

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- CCB does not reserve or hold donor vials prior to purchase. Future vial availability can be only guaranteed through our storage programs.
- Once purchased, vials must be shipped or stored within 30 days. If by the end of 30 days vials have not been shipped or placed in storage, CCB will place your vials in a 3-month storage contract and charge your credit card on file.
- A Physicians Authorization for Release of Semen (A1 form) is required before shipment can be scheduled.
- Order change or cancellation requests must be made by phone at least 1 business day prior to shipment.
- Orders may be changed once prior to the shipment date. Additional changes will result in a change of order fee.
- A fee will apply if an order is cancelled or changed on the scheduled shipment or pick up date.
- A same day shipping fee will apply to any order to be shipped or picked up on the day that the order is placed.
- Pick up orders require a \$150 fully refundable tank deposit fee.
- Out of state deliveries are made via FedEx or UPS overnight service or 2-day economy unless a Saturday delivery is specified. CCB is not responsible for shipping delays due to weather or carrier's equipment failure.
- Duties and taxes on international shipments are not included in the shipping fee and must be paid by the client/recipient.

### REQUIRED INFORMATION TO ORDER A SPECIMEN BY PHONE

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*Not required for online orders.*

- **ACCOUNT INFORMATION:** Customer number, name on the account and your mother's maiden name.
- **COMPLETE DESCRIPTION OF THE DONOR:** Hair color, eye color, height, weight, blood type.
- **QUANTITY:** The number of specimen vials you will be ordering.
- **SPECIMEN TYPE:** The type of specimen you will need (ICI or IUI, Premium or A.R.T.).
- **ARRIVAL DATE:** Date you would like the specimen to arrive (orders can be placed from 2 business days to 30 days in advance). We strongly recommend you to schedule your order to arrive at least one day prior to use, to accommodate any delivery delays.
- **SHIPPING PREFERENCE:** 2-day Economy, Priority Overnight or Pick-Up from our La Grange facility.

### OPTIONAL SERVICES

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*Please contact us at 866-927-9622 or visit [www.cryobank.com](http://www.cryobank.com) for current pricing.*

- **AUDIO INTERVIEWS** – Listen to your favorite donors answer questions about themselves.
- **BABY PHOTOS** – Receive 5 x 7 prints of the donors of your choice (ages of 6 months to 4 years). All donors may not be available.
- **FACIAL FEATURES REPORT** – Get a good sense of any donor's adult features through these detailed reports.
- **GENETIC CONSULTATION** - Genetic considerations can be important in the selection of a semen donor. CCB has professional genetic counselors on staff to assist you with any questions you may have regarding the family medical history of a donor.
- **KEIRSEY TEMPERAMENT SORTER** - A detailed 10-page report revealing what "type" of personality groupings your donor falls under.
- **LONG PROFILE** – an important 20+ pages medical and genetic history on the donor and his family.
- **PAYMENT PLANS** – We offer payment plans to make it easier for you to order multiple donor vials to ensure future donor availability. Please contact our Client Services Department at 866-927-9622 for details.
- **DONOR MATCHING CONSULTATIONS** - Let us help you select a donor with similar facial characteristics to you, your spouse, family members or other individuals of your choosing.
- **FAMILY PLANNING OPTIONS** – You may qualify for our Family Today or Family Tomorrow free storage programs to ensure donor availability for future cycles and/or siblings.
- **SIBLING REGISTRY** – CCB clients who have had a child using a CCB donor and their offspring over the age 18 can extend their "family circle" by connecting with potential half siblings.
- **CCB CORD BLOOD ADVANTAGE** – Premium cord blood banking for \$795 exclusive for CCB clients.

Thank you for placing your trust in CCB. We are proud of our 30+ years of expertise and experience, and look forward to adding your family to our list of success stories some time soon!