



## CRYOTECH ORDER PROCEDURE

**orders@cryotech.com**

**319-372-6012 or  
800-346-7237**

### **CRYOTECH PRODUCTS**

Visit [www.cryotech.com](http://www.cryotech.com) for a list of Cryotech products or contact Cryotech Customer Service.

### **ORDER PROCESS**

#### **Normal business hours: 7:30 a.m. to 4:00 p.m., Monday through Friday**

(After hours calls will be addressed the next business day from June 1<sup>st</sup> – August 31<sup>st</sup>)

#### **After normal business hours or during holidays: (24/7 availability Sept 1<sup>st</sup> – May 31<sup>st</sup>)**

Call Cryotech at **319-372-6012** or **800-346-7237** and wait for the voicemail system to activate (you may experience silence prior to voicemail activation). **Listen for the prompts to place an urgent order** or to leave a message for Customer Service. Cryotech will need to know:

- a. Company name and location placing order
- b. PO# (if required)
- c. Product requested
- d. Quantity requested
- e. Requested delivery date and receiving hours
- f. Receiving contact and phone number
- g. Any special delivery or receiving requirements (call ahead, fittings, hose, etc.)

Cryotech will return your call within 20 minutes. If you have not received a response from Cryotech after 20 minutes, call the Cryotech phone numbers listed below.

<b>CONTACTS</b>	<b>PHONE</b>
Cryotech After Hours Voicemail	319-372-6012 or 800-346-7237
Customer Service Representative On-Call	319-470-4631
Ashley Rung – Customer Service Manager	319-371-0694
Cryotech Alternate Voicemail	319-376-1160

Orders may also be placed by visiting [www.cryotech.com](http://www.cryotech.com) and completing the Online Order Request tab.

**Schuetz style totes** (8 minimum) may be arranged for pick up when empty by calling 888-724-8389 or emailing [Ticket.USA@Schuetz.net](mailto:Ticket.USA@Schuetz.net).