



Lab Agent™

Customer Frequently Asked Questions

What's changing in the latest Lab Agent app update?

There are two new features in the latest app update:

- Multi-location shipping. You will be able to select a shipping destination for your Lab Agent order from any shipping address associated with your Boston Scientific account. One ship-to location per order.
- Default 2-day shipping settings. The default shipping mode for Lab Agent will now be 2-day.

What does this update to the default shipping settings mean for me?

Your Boston Scientific Lab Agent orders will remain fast and free. The default setting on Lab Agent orders will now be 2-day shipping.

Can I still receive a Lab Agent order the next day if I need my product sooner?

Yes, you will be able to select overnight shipping with standard 3pm next-day arrival when placing an order via the Lab Agent app. However, standard shipping rates will apply for this order.

Will shipping times change for my Varithena orders?

No, Varithena orders will continue to ship standard ground.

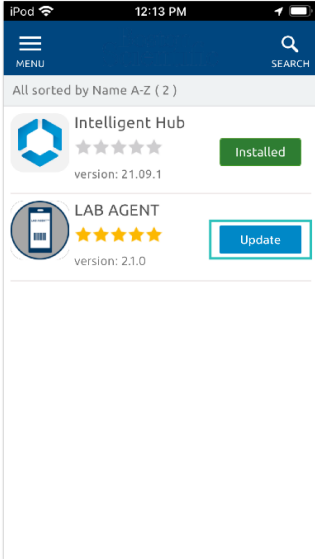
When will this update be available?

This update to the Lab Agent app will be available on Tuesday, March 15, 2022

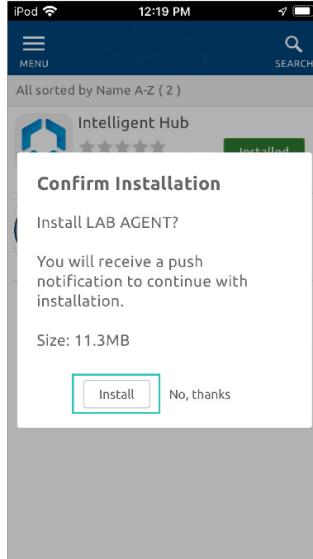
How do I update my Lab Agent app?

Instructions

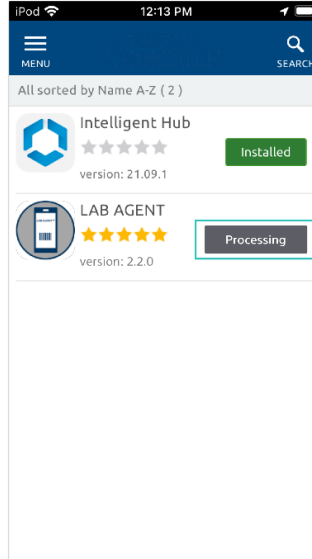
1 Open the BSC App Store on your iPod and click **Update** Next to Lab Agent.



2 Click **Install** again to confirm the installation.



3 The status will switch to Processing and Lab Agent will be updated immediately.



! Note: From time to time the status will stay on Processing, check back later and it will display installed.

Who do I contact if I have questions?

Reach out to your local Boston Scientific representative or email LabAgentSupport@bsci.com



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*To order product or for more information
contact customer service at 1.855.971.8346*

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