

**HUMAN TISSUE CUSTOMER SERVICE HOURS**  
**VICTORIA DAY**  
**Mai 4, 2026**

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**TO PROCUREMENT MANAGERS**  
**TO NURSING STAFF AND OPERATING SUITE STAFF MEMBERS**  
**TO BUYERS AND/OR PROCUREMENT OFFICERS**

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Greetings,

We would like to inform you that Héma-Québec's human tissue team customer service will be closed due to the Victoria Day holiday (May 18, 2026).

**Human Tissue order**

- If you place your order **before May 13, 2026, before 3 p.m.** you will receive it by May 15 at the latest.
- If you place your order **after May 13, 2026, 3 p.m.** delivery may be made after May 21.

Best regards,

The Héma-Québec Human Tissue Customer Service Team

**Original signed by:**

**Geneviève Baril, Supervisor, Customer Service – Human Tissue**

**c. c. Marie-France Champigny, Head of Human Tissue Processing**