

Hokkaido System Science Co., Ltd.
2-1, Shinkawa Nishi 2-1, Kitaku, Sapporo, Hokkaido

March 14th, 2011

Re: Business status

Dear valued customers,

We are deeply sorry for the sufferers of Tohoku district-off the Pacific Ocean Earthquake.

After the earthquake till 14:00 of Sunday, March 13th, there were some defects on our web ordering system due to the server error. We apologized for your inconvenience so caused.

Please be informed that **we presently increased the capacity of production line in Sapporo and synthesize your orders without problem at both Sapporo and Tsukuba, so please feel free from care to place your orders.**

There may be some delivery delays due to the transportation problem. We very much appreciate your understanding and patience.

Sincerely yours,

Synthesis system:

As of March 14th, we increased the production capacity in Sapporo headquarter, and synthesize DNA and RNA at both facility in Sapporo and Tsukuba.

Distribution system:

We received an announcement from Nippon Express for the service suspension in the below areas and extreme delay in the other areas.

<Service suspension areas>

Tohoku area: All areas in Aomori, Akita, Iwate, Miyagi, Yamagata and Fukushima

Ibaraki area: Kitaibaraki city, Takahagi city, Hitachi city, Hitachiota city, Daigo town, Hitachiomiya city, Naka city, Tokai village, Hitachinaka city, Oarai town, Hokota city, Kashima city, Kamisu city, Mito city, Shirosato town, Omitama city, Namegata city, Itako city

For the further details, please inquire to

0120-613-190 (toll-free) TEL: 011-768-5903 FAX:011-768-5951

Customer management team, Hokkaido System Science Co., Ltd.