

Re: Change of the delivery method for liquid oligo products

Dear customers,

Thank you for your usual order for our products and services.

As for our custom DNA synthesis service, we have delivered the liquid oligo product by temperature-controlled delivery service. However, it is informed by our carrier, Nippon Express, that this delivery service will be discontinued after June, 2014.

**End of availability of temperature-controlled delivery service of
Nippon Express: May 31st, 2014**

Due to this transport service termination, we are afraid that our liquid oligo product is to be delivered by normal delivery service (without temperature control) after June 1st, 2014.

In connection with this change of the transportation method, your kind attention to the below would be truly appreciated.

- Please store the product in a refrigerator or freezer soon after the delivery is made.
- If you feel unsure about the delivery without temperature control, we will deliver lyophilized product. Please let us know upon your order placement.
- In case the product is delivered after weekend or holiday, shipping schedule may be adjusted at the order acceptance.

If you have any other questions, please do not hesitate to contact us for further information.

We apologize for any inconveniences so caused and appreciate your continued support for our custom DNA synthesis service.

Sincerely yours,

Hokkaido System Science Co., Ltd.

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