

December, 2014

Re: Sample acceptance for year change period

Dear customers,

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

Please be informed that we can receive your samples for our custom analysis services on the below schedule during the year change period. We apologize for your inconvenience during this term. Thank you for your understanding.

Sincerely,

Custom Analysis Services				
		Sample Receipt	NGS Sample Shipping Set	
			Request Acceptance Closing Hour	Shipping
12/24/2014	Wed.	A	16 : 00	A
12/25/2014	Thu.	A	16 : 00	NA
12/26/2014	Fri.	A	16 : 00	NA
12/27/2014	Sat.	(Office Close)		
}	}			
1/4/2015	Sun.			
1/5/2015	Mon.	A	16 : 00	A

A: Available, NA: Not available

*** Sample Receipt**

- We can receive samples for our analysis services only on our business days.

- Delay may be occurred due to snow for the delivery during the year's end period.

Please make sure to inform us of the shipping schedule and estimated arrival date in advance.

*** Next Generation Sequencing (NGS) "Sample Shipping Set"**

- We accept the request for this set usually by 16:00 on our business days.

- If you require to receive this within this year, please let us have your shipping request **by 16:00 of Wed., December 24th**.

- Requests received after Thu., December 25th will be shipped accordingly after Mon., January 5th, 2015.

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Next Generation Sequencing: hss-ngs@hssnet.co.jp

Custom DNA Sequencing: seq@hssnet.co.jp

Custom DNA Microarray: array@hssnet.co.jp

Research Support Services: bio@hssnet.co.jp