

April, 2015

Re: Sample acceptance for GOLDEN WEEK holidays

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 GOLDEN WEEK holidays. We apologize for your inconvenience during this term. Thank you for your understanding.

Sincerely,

Custom Analysis Services				
Date		Sample Receipt	NGS Sample Shipping Set	
			Request Acceptance Closing Hour	Shipping
4/30/2015	Thu.	A	16 : 00	A
5/1/2015	Fri.	A	16 : 00	NA
5/2/2015	Sat.	(Office Close)		
}	}			
5/6/2015	Wed.			
5/7/2015	Thu.	A	16 : 00	A

A: Available, NA: Not available

*** Sample Receipt**

- We can receive samples for our analysis services only on our business days.
- 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 set on May 1st, please let us have your shipping request **by 16:00 of Thu., April 30th**.
- Requests received after May 1st will be shipped accordingly after Thu., May 7th.

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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