

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.

Hokkaido System Science Co., Ltd.

Head office: 2-1, Shinkawa Nishi 2-1, Kita-ku, Sapporo, 001-0932

TEL: 0120-613-190 FAX: 0120-616-334

URL: http://www.hssnet.co.jp/index_e.htm

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