

September, 2015

Re: Sample acceptance for Silver 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 according to the below schedule during the Silver Week holidays. We apologize for your inconvenience during this term. Thank you for your understanding.

Sincerely,

Custom Analysis Services			
Date		Sample Receipt	Request Acceptance for NGS Sample Shipping Set
9/16/2015	Wed.	A	As usual
9/17/2015	Thu.	A	As usual* (the last shipping before the holidays)
9/18/2015	Fri.	A	As usual (Shipping will be made after September 24 th .)
9/19/2015	Sat.	NA	(Office Close)
9/20/2015	Sun.		
9/23/2015	Wed.		
9/24/2015	Thu.	A	As usual (Shipping starts.)

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 a request for this set usually by 16:00 on our business days. (*)
- If you require to receive this set on September 18th, please let us have your shipping request by **16:00 of Thu., September 17th**.
- Requests received after September 18th will be shipped accordingly after Thu., September 24th.

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Custom DNA Microarray: array@hssnet.co.jp

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