

November, 2015

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			
Date		Sample Receipt	NGS Sample Shipping Set Request Acceptance
12/24/2015	Thu.	A	AS USUAL
12/25/2015	Fri.	A	AS USUAL* (the last shipping in the year 2015)
12/26/2015	Sat.	NA	(Office Close)
12/27/2015	Sun.		
12/28/2015	Mon.	A	AS USUAL* (shipping after Jan. 4 th , 2016)
12/29/2015	Tue.	NA	(Office Close)
1/3/2016	Sun.		
1/4/2016	Mon.	A	A (shipping re-start)

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 Fri., December 25th**.

- Requests received after Mon., December 28th, 2015 will be shipped accordingly after Mon., January 4th, 2016.

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Custom DNA Microarray: array@hssnet.co.jp

Research Support Services: bio@hssnet.co.jp