

Hokkaido System Science Co., Ltd.
2-1, Shinkawa Nishi 2-1, Kitaku, Sapporo, Hokkaido

April, 2014

Re: Request for your sample shipping

Dear customers,

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

Please be informed that there have been some delivery delays recently for the samples sent to us. This is due to the current excessive transportation conditions, which is caused by the rush demands before the consumption tax increase to 8% from April 1st, 2014, as well as usual seasonal demands for removals by personnel changes.

As most samples for our analysis services are required to be shipped by chilled transport, this transportation problem may effect to the sample quality. To avoid this, it would be appreciated if you could inquire to us prior to sending your important or urgent samples.

We apologize any inconvenience so caused.

Sincerely yours,

<INFORMATION>

- For this subject, please inquire to our sales or analysis department;
Tel: 0120-613-190 (toll free)

- For your inquiries about specific service, please refer to the below addresses;

DNA sequencing service:	seq@hssnet.co.jp
Next generation sequencing service:	hss-ngs@hssnet.co.jp
Microarray analysis service:	array@heenet.co.jp
Protein related service:	protein@hssnet.co.jp