

## Re: Business calendar for year changing period

Dear customers,

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

Please be informed about our business calendar for year changing period as follows. We apologize for your inconvenience during this term. Thank you for your understanding.

Sincerely,

|            |      | DNA Synthesis       |                 | Custom Sequencing    |          | Next generation sequencing,<br>DNA microarray and other<br>research support services |
|------------|------|---------------------|-----------------|----------------------|----------|--|
|            |      | Order<br>Acceptance | Dispatch        | Sample<br>Acceptance | Delivery | Sample Acceptance  |
| 12/24/2020 | Thu. | A                   | A               | A                    | A        | A  |
| 12/25/2020 | Fri. | A                   | A <sup>*1</sup> | A                    | A        | A  |
| 12/26/2020 | Sat. | A                   | NA              | NA                   | NA       | NA   |
| 12/27/2020 | Sun. | NA                  | NA              | NA                   | NA       | NA   |
| 12/28/2020 | Mon. | A                   | NA              | NA                   | NA       | NA   |
| 12/29/2020 | Tue. | NA                  | NA              | NA                   | NA       | NA   |
| 12/30/2020 | Wed. | NA                  | NA              | NA                   | NA       | NA   |
| 12/31/2020 | Thu. | NA                  | NA              | NA                   | NA       | NA   |
| 1/1/2021   | Fri. | NA                  | NA              | NA                   | NA       | NA   |
| 1/2/2021   | Sat. | NA                  | NA              | NA                   | NA       | NA   |
| 1/3/2021   | Sun. | NA                  | NA              | NA                   | NA       | NA   |
| 1/4/2021   | Mon. | A <sup>*2</sup>     | A <sup>*3</sup> | A                    | A        | A  |
| 1/5/2021   | Tue. | A                   | A               | A                    | A        | A  |

- For custom RNA oligos, HPLC purification and modified DNA oligos, please inquire.
- Please make sure to inform us of the sample shipping schedule and estimated arrival date in advance.
- If you have any questions, please do not hesitate to ask us.

<sup>\*1</sup> Please note that the products for orders accepted on Dec. 24<sup>th</sup>, 2020 will be dispatched on Dec. 25<sup>th</sup>, 2020 only when the delivery can be made on the same day or the customer asks to receive it by Jan. 3<sup>rd</sup>, 2021. All other orders are to be dispatched after Jan. 4<sup>th</sup>, 2021.

<sup>\*2</sup> Orders accepted on Jan. 4<sup>th</sup>, 2021 are to be delivered to customers on Jan. 6<sup>th</sup>, 2021 at the earliest.

<sup>\*3</sup> Shipping will be made for orders accepted by December 26<sup>th</sup>, 2020.

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Custom sequencing seq@hssnet.co.jp

Next generation sequencing hss-ngs@hssnet.co.jp

Custom DNA microarray array@hssnet.co.jp

Research support bio@hssnet.co.jp