

RNA Sample Submission

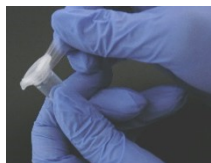
Please ensure that your samples are packaged in a way that maintains their storage condition. We sometimes observe inappropriate packaging or damaged containers/tubes. This Sample Submission guide explains an example of packaging and notes/precautions.

[Shipping/Contact Address]

Analysis Service Dept. Filgen, Inc.
 1409, Jonoyama 1-Chome, Midori-ku, Nagoya, Aichi-pref. 459-8011 JAPAN
 TEL: 052-624-4388
 FAX: 052-624-4389
 E-mail: support@filgen.jp
 URL: <http://www.filgen.jp>

[Packing Example]

1. Download the appropriate QC Sheet for the analysis from our website and fill out the required fields.
 (https://filgen.jp/Product/Bioscience/English/GeneChip/Clariom_S_QC_Sheet_v2024-11.xlsx)
2. Seal the cap of the sample tube with parafilm strip to prevent loosening of the cap, leakage, drying and cross-contamination of the content.



3. Place the sample tube in cushioning materials (e.g., plastic bag, air packing or Kim towel), 50 mL centrifuge tube or cardboard tube storage box to prevent damages during transportation. At this step, please double check if your samples correspond to those indicated in the QC sheet you completed.



4. Place the samples protected as described above in a thermos-stable shipping box filled with a sufficient amount of crushed dry ice.
5. Include the copy of completed QC Sheet, signed Disclaimer Agreement, e-mail discussions and any other printed materials in a waterproof bag. Place this bag in the sample shipping box. Ensure that the box cover is tight and seal it with packing tape.
6. Check the contents of the package before shipping. Please make sure that your package arrives in our business days (9:00am - 6:00pm) as we cannot accept any packages outside of our business days (9:00am - 6:00pm). Once you have shipped your samples, please notify our representative or support@filgen.jp of the tracking number.

※Please see the next page for the Notes/Precautions

[Notes/Precautions]

- * The sample name should be clearly marked on the sample tube with permanent marker. When using stickers for labeling, use one compatible with frozen vial. Please write directly on the sticker with a permanent marker in case it comes off during transportation.
- * Please handle with care if your sample is valuable and difficult to re-prepare.
- * Sample names on the QC Sheet should be within 10 alphanumeric characters. For the symbol, only "-" and "_" are acceptable.
- * Please make sure that the name on the sample tube corresponds to that is indicated in the QC Sheet. If the sheet is not included, the sheet is incomplete, or the information thereof cannot be confirmed, we are unable to initiate the analysis.
- * When you submit human samples, please anonymize their names. If the sample name implies a personal name, we may ask you to anonymize such name.
- * If you submit a large number of samples, please email a sample list (e.g., Excel format) to us.
- * Depending on the sample type, centrifugation may be performed prior to the analysis. Please use 1.5 mL centrifuge tubes as sample containers; we may not accept cryogenic vials, etc.
- * Please use sample containers that are compatible with below -80°C, and pack them to avoid damages by collisions with dry ice during transportation. In addition, please use sufficient amount of crushed dry ice (or ice packs) to keep the samples in cool condition.
- * We shall not be liable for any problems arising out of transportation.
- * Arrange for your shipment to arrive your package on our business days (9:00am - 6:00pm). Customer shall take care of all costs for transportation including any taxes or insurance.
- * We provide our analysis services for research purposes. We don't provide them for other purposes, including but not limited to, medical care/diagnosis of human or animals, and production/quality control of food or pharmaceutical products.
- * When you submit clinical human samples, please acquire the informed consents from your patients. We are not responsible for any problems related to, including but not limited to, intellectual property rights, industrial property rights, safety, informed consents arising from our works.
- * We don't return the samples. The samples will be destroyed once we have delivered results.
- * All works will be initiated after we receive purchase order from the payer, and the signed Disclaimer Agreement and completed QC sheet from the customer. Please make sure to provide these documents to us.
- * If any costs are incurred by us due to non-compliance with the notes/precautions above, we may charge you for those costs.