

1. General workflow FAQs

1.1 Where is your company located?

From our headquarters in Beijing to our branches in Hong Kong, Singapore, the U.S. and U.K., Novogene is committed to quality service and scientific excellence.

1.2 How could I send samples to Novogene?

Before sending samples, please fill in the <Sample Information Form> corresponding to your sample type, and then return it to us by both emailing a soft copy and attaching a printed copy in your sample package. For sample requirements, delivery address and shipment advice, please contact europe@novogene.com (Europe), amea_pc@novogene.com (Hong Kong, Macao, Taiwan, southeast Asia, Middle East, Japan, South Korea, Australia, New Zealand, India, Africa), us@novogene.com (North and South America) or your local account manager directly.

Note: Novogene does not accept USPS as a shipping provider. Please choose other carries such as FedEx, UPS, DHL, etc.)

1.3 How do I pay for your sequencing services?

Novogene accepts three payment methods, as follows:

1. Via electronic transfer. Bank account information will be shown on the invoice.
2. By credit card. Please note that there will be a certain processing fee.
3. By check. (Europe does not support this approach)

Mail your check directly to our office at the address below:

North and South American mailing address:

Novogene Corporation
823 Anchorage Place,
Chula Vista CA 91914, U.S.A.

Taiwan and southeast Asia mailing address:

25 Pandan Crescent, #05-15

TIC Tech Centre, Singapore 128477

Hong Kong, Macao, Middle East, Japan, South Korea, Australia, New Zealand, India and Africa mailing address:

Level 54, Hopewell center, 183 Queen's road east, HONG KONG

1.4 Will Novogene maintain the data obtained from my samples confidentially and securely?

At Novogene, we place the highest priority on the confidentiality and security of your data and intellectual property. As an established private company, maintaining the integrity of our customers' data is critical to our business. To date, all of novogene's customers have placed their confidence in us to process their data securely. Per our policies, your data will not be disclosed to any other parties or organizations without your authorization and will be deleted from our databases within a specified period following delivery to you. Upon request, we will provide you with a written agreement that has clearly defined terms of confidentiality.

1.5 What methods can be used to send DNA and RNA samples?

You have the following options for shipping DNA samples:

- a) The DNA can be lyophilized for shipping at room temperature.
- b) Samples can be packed with ice packs/blue ice.
- c) **Best method:** pack samples in dry ice, using sufficient dry ice to allow for the consumption (sublimation) of 5 kg per day, through FedEx or other carrier of choice.

You have the following options for shipping RNA samples:

- a) Lyophilize the RNA before shipping at 2-8 °C or at room temperature.
- b) Pack samples in dry ice, using sufficient dry ice to allow for the consumption (sublimation) of 5 kg per day, through FedEx or other carrier of choice.
(Recommended Solution)
- c) Stabilize RNA using RNAlater® (for tissue samples) or RNASTable® (for extracted RNA samples) and ship at room temperature.

1.6 What other types of samples do you accept? Can I send tissues or body fluids for you to perform the DNA/RNA extractions?

We provide DNA/RNA extraction services for tissues or body fluids. However, we encourage you to send us purified DNA or RNA samples. If you have a need for DNA/RNA extractions, please contact your Novogene representative to discuss your specific needs.

1.7 Which couriers do you recommend for shipping samples to you?.

We recommend FedEx (<http://fedex.com/>), UPS (www.ups.com), DHL (www.dhl.com), TNT (www.tnt.com), and World Courier (www.worldcourier.com). Please choose the PROIRITY option for international shipment to ensure the quickest route.

1.8 What are your platforms for sequencing?

The sequencing platforms used at Novogene include Illumina NovaSeq 6000, HiSeq X Ten and PacBio Sequel.

1.9 When the sequencing is completed, can you return the remainder of the samples to me?

Yes, if you pay the freight charge, we can return the remainder of the samples to you. Actual price may vary depending on package details.

1.10 When the sequencing is completed, can you return the remainder of the libraries to me?

If the libraries have been constructed by Novogene, we do not return the remainder of the libraries.

If you are a library sample, the sample can be returned for you, but you need to pay a certain fee, please refer to 1.9.