

## General workflow FAQs



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## 1. Where is your company located?

Novogene's headquarters are located in Beijing. As a global leader in NGS, we also have branches in Hong Kong, Singapore, the U.S, and the U.K. Novogene is committed to providing quality service and scientific excellence worldwide.

## 2. How could I send samples to Novogene?

Before sending samples, you will be provided a Sample Information Form (SIF) to fill out. Once completed, please return an electronic copy and include a printed copy in your sample package. For sample requirements, delivery address, and shipment advice please contact [europa@novogene.com](mailto:europa@novogene.com) (Europe), [amea.pc@novogene.com](mailto:amea.pc@novogene.com) (Hong Kong, Macao, Taiwan, Singapore, Southeast Asia, Middle East, Japan, South Korea, Australia, New Zealand, India, Africa), [inquiry\\_us@novogene.com](mailto:inquiry_us@novogene.com) (North and South America) or your local account manager directly.

Please note: In America, Novogene does not accept USPS as a shipping provider. Please choose other couriers such as FedEx, UPS, DHL, etc.)

## 3. How do I pay for your sequencing services?

**Novogene accepts the following payment methods:**

- (1) Via electronic transfer. Bank account information will be provided on the invoice.
- (2) Credit card payment. Please be aware that there is a small transaction fee.
- (3) By check. (Europe does not support this approach)

**Please contact the Novogene Representative before sending your check. Mail your check directly to our office at the address below:**

### **North and South American mailing address:**

Novogene Corporation Inc.  
8801 Folsom Blvd #290,  
Sacramento, CA 95826

### **Singapore and Southeast Asia mailing address:**

NovogeneAIT Genomics Singapore Pte Ltd  
25 Pandan Crescent, #05-15  
TIC Tech Centre, Singapore 128477

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

Novogene (HK) Company Limited  
Level 54, Hopewell center, 183 Queen's road east, HONG KONG

#### 4. Will Novogene maintain the data obtained from my samples confidentially and securely?

At Novogene, the safety of your project data's is our highest concern. As an established private company, maintaining the integrity of our customers' data is critical to our business. Per our policies, your data will not be disclosed to any other parties or organizations, unless otherwise specified by you. Additionally, your data 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.

#### 5. What methods can be used to send DNA and RNA samples?

You have the following options for shipping DNA samples:

- (1) The DNA can be lyophilized for shipping at room temperature.
- (2) Samples can be packed with ice packs/blue ice.
- (3) Recommended method: Pack samples in dry ice. Make sure to use sufficient dry ice (5lbs per day of transit). Send via FedEx or other carrier of choice.

You have the following options for shipping RNA samples:

- (1) Lyophilize the RNA before shipping at 2~8°C or at room temperature.
- (2) Pack samples in dry ice. Make sure to use sufficient dry ice (5lbs per day). Send via FedEx or other carrier of choice. (Recommended Solution)
- (3) For tissue samples, stabilize RNA using RNAlater®. For extracted RNA, use RNastable®. Ship tissue/RNA samples at room temperature.

#### 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. If you have a need for DNA/RNA extractions, please contact your Novogene representative to discuss your specific needs. However, the most preferred method is to send extracted genetic material.

#### 7. Which couriers do you recommend for shipping samples to you?

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

#### 8. What are your platforms for sequencing?

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

## 9. When the sequencing is completed, can you return the remaining of the samples to me?

Yes. If you pay the freight charge, we can return the remaining of the samples to you. Pricing varies depending on package details.

## 10. When the sequencing is completed, can you return the remainder of the libraries to me?

Novogene does not return libraries that we have constructed. If you have prepared the libraries yourself, we can return them to you. Please refer to 1.9 sample return fee information.

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