

USEFUL SHIPPING INFORMATION

Below we have compiled useful information about the delivery and tracking of your sequin order below.

DNA SHIPMENTS.

COSTS | DNA sequins do not incur costs to the receiving institute, and are shipped at room temperature via standard postal service.

PACKAGING | DNA sequins are shipped as a lyophilized product in a screw-cap polypropylene tube within a tamper-proof zip-lock bag. Please note that the dried DNA product is not typically visible and may become dislodged during shipping, and we therefore recommend spinning down the tube to ensure the non-visible pellet is at the tube base prior to re-suspension in nuclease-free water. Further details are available in the wet-lab protocols that can be accessed from www.sequin.xyz/downloads/.

CUSTOMS | DNA sequins are packaged in a cardboard box clearly labelled with a universal custom declaration, with further additional copies of the custom declaration also provided within the box. The declaration contains sufficient information to address customs requirements of most countries, and an example copy can be accessed from www.sequin.xyz/downloads/.

DELIVERY & TRACKING | Shipping times vary according to local postal services in the destination country. However, shipments will typically take 8 to 10 business days to arrive in Europe, the United States and Asia. Users will receive an email notification indicating the dispatch date from our site. If appropriate, a tracking number will also be provided so the status of the requested DNA sequins can be followed.

RNA SHIPMENTS.

COSTS | RNA sequins are shipped frozen with Cryoport, and the receiving institute will be required to pay for shipping costs. Estimated costs are \$650USD to the North America, \$750USD to Europe and \$450USD to Asia. Please note that actual costs may vary slightly from these estimates, and quotes can be requested direct from Cryoport (www.cryoport.com).

SHIPPING | RNA sequins are shipped frozen in nuclease-free water in a screw-cap polypropylene tube within a zip-lock bag. The RNA sequins are shipped in a liquid-nitrogen dry-vapor dewar, ensuring the standards remain frozen throughout transit. Upon dispatch from the Garvan, recipients will be emailed shipment details issued by Cryoport, including tracking numbers and expected delivery times. Delivery times vary according to destination and courier, but will typically take 5-7 days following dispatch from Garvan.

Please ensure that a recipient will be available to receive the dewar on the expected delivery date. Please also note that the empty dewar shipper will be collected the following day from the delivery address by Fedex. Cryoport will already have prepared and attached the return shipping address label, and organised for collection. Instructions are included with the shipper (attached to the bottom of flap 'B') on how to get the shipper ready for the collection.

PAYMENT | A few days following the final collection of the dewar, a commercial invoice will be issued by Cryoport to the recipient contact/institute. If convenient, you can submit payment by credit card directly to the Cryoport 24/7 Customer Service on +1 (949) 470 2305 (please quote your issued order number).

CUSTOMS | RNA sequins are packaged in a cardboard box clearly labelled with a universal custom declaration, with further additional copies of the custom declaration also provided within the box. The declaration contains sufficient information to address customs requirements of most countries, and a copy of the customs declaration template is available at www.sequin.xyz.

If you have not received your sequin order in a timely manner, or sequins show evidence of tampering or thawing (for RNA sequins), please contact sequin@garvan.org.au.