



## Instructions

### Definition of the experimental design & quotation:

The Genomic Unit staff is available to discuss the project with the researcher (Customer) to provide support with the experimental design. Subsequently, Cogentech' administrative staff will provide the Customer with a commercial quotation for the experiment discussed with the Genomic Unit.

### Placement of a Purchasing Order:

The Customer will be requested to place a purchasing order for the quotation received from the Cogentech administration. Only after receipt of the purchasing order the Genomic Unit will start samples processing. Acceptance of the quotation is considered binding.

### Experimental Request Form:

To place a NGS experimental request the Customer will need to fulfill this [Request Form](#).

A unique "RequestID" code will be associated with the Customer experiment for tracking purposes.

In accordance with the Italian law for the protection of privacy, the human biological samples being shipped to the Genomic Unit should be stripped of any personal information potentially leading to the identification of subject whose sample will be analyzed (name, surname, birthdate, etc.).

### Biological Samples:

The sample requirements may vary between protocols. Please contact us at [genomicunit@cogentech.it](mailto:genomicunit@cogentech.it) to obtain information on type and quantity of biological sample needed by the Unit. Upon receipt, the quantity and the integrity of the delivered material will be evaluated to assess whether the samples are suitable for further processing. In case, an additional sample aliquot will be requested.

At the end of the experimental processing, residual sample aliquots will be stored at a controlled temperature for six months after which they will be discarded. The Customer can retrieve residual material within this timeframe, but must cover the cost of eventual shipment.

### Sample shipment:

Shipment of the samples (RNA or DNA) must be carried out at a controlled temperature (i.e. either on dry ice or refrigerated using cooling elements) to preserve them from degradation. In any case make sure that the shipment complies with standard UN3373 (European regulation of transport of biological samples) and applies UN1845 DRY ICE label. We kindly ask you to prepare the shipment at the beginning of the week in order to avoid that the packages containing the biological samples remain with the shipping company during the weekend.

The shipment should be addressed to:

Genomic Unit c/o Cogentech  
Via Adamello 16  
20139 Milano

### Delivery of experimental results:

Results from NGS experiment are made available to the Customer in raw electronic format, using a webbased delivery system. The Genomic Unit will maintain a digital copy of experimental results (.fastq.gz format) for six months. After this period the retrieval of the experimental results is not guaranteed, therefore customers are advised to download and store their data as soon as possible. We require the use of an Institutional email account for communications with Cogentech. For additional information, please contact us at: [genomicunit@cogentech.it](mailto:genomicunit@cogentech.it)

### Additional notes:

Any reagents purchased by Customers and shipped to the facility will be kept until their expiry date, then discarded with no prior notification.

Storage time of residual biological samples is six months, so if needed make sure to recover them in due time.

By accessing the services offered by Cogentech Genomic Unit the Customer is accepting the terms and conditions described in this document.