

Service and support



Our commitment to you

DNA Genotek provides a wide range of biological sample collection, stabilization and preparation products. Our product, service and support focus is designed to meet the needs of customers who wish to maximize their sample collection projects. Since the launch of the company in 1998, DNA Genotek has been recognized worldwide for unmatched product quality, innovative product development and commitment to customer service. DNA Genotek provides you with access to a team of skilled professionals who can work with you to optimize your genetic project from sample collection through to downstream processing.

Exceptional customer service

DNA Genotek representatives partner with you to understand your unique sample collection requirements. This helps you optimize sample collection for large or small projects. Our value-added services include:

- Needs assessment advice on which products best fit your project;
- Project design technology and service advice to recommend solutions to maximize donor compliance and ensure you can achieve the best possible results;
- Workflow integration support advice on how to get products and samples
 from one country to another, streamlining your laboratory workflow, and
 determining how to get the best results on your downstream processing
 and analysis.

Comprehensive implementation support

DNA Genotek is with you every step of the way. Your account manager can provide recommendations to ensure your project stays on track including best practices for:

- integration of DNA Genotek products into your projects;
- sample preparation that can optimize your results;
- storage of the sample collection kits prior to use as well as for the collected DNA or RNA samples.

What our customers say when asked:

"What do you appreciate most about working with DNA Genotek?"

"Your willingness to help and solve logistic problems as well as to facilitate contacts with other researchers."

"Great customer service and the ability to get samples to test the different configurations of kits."



Ongoing technical support

DNA Genotek provides unlimited access to technical support to help troubleshoot and optimize your results from start-to-finish. Your comments and questions are used to support quality improvements in our products and services.

Extensive partner program

DNA Genotek has validated companies around the world that offer genomic and diagnostic services to provide you with convenient alternatives. Whether you use our partners for DNA extraction, genomic analysis, diagnostic testing or biostorage, DNA Genotek helps ensure that our proven network of service and technology partners will be key contributors to your success.

Unique product customization^{†‡}

DNA Genotek understands the importance of time-to-market, streamlined end-to-end operational workflows, and brand awareness when starting a unique collection project. Flexible product customizations enable you to focus on your project while DNA Genotek supplies the components required to fully integrate the sample collection into your workflow.

Our services include:

- Definition of your unique operational requirements for sample management and traceability;
- Creation of a customized collection solution to reflect your unique requirements.

Compliance maximization

DNA Genotek can provide guidance and support to help you drive awareness of your project to prospective donors and participants with the goal of maximizing the number of samples collected in the shortest period of time.

Quality commitment

DNA Genotek's commitment to quality spans all aspects of internal procedures from customer support to product development and manufacturing. In recognition of the importance of delivering consistent product quality, the company achieved ISO 13485:2003 certification in October 2006. ISO 13485:2003 is a quality management system standard that is specific to the medical device industry. It demonstrates DNA Genotek's compliance to regulatory requirements and provides customers with confidence in our products.

Awards





North American Genetic Sample Collection Technology Leadership Award



DNA Genotek products[†]

















Oragene®•DNA is not available for sale in the United States.

 $Oragene \hbox{$^{\circ}$-DISCOVER} is for research use only, not for use in diagnostic procedures.$

[†] Some DNA Genotek products may not be available in all geographic regions.

[‡] Available at an extra cost.

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