



Hi-C sequencing Sample preparation and Shipping Guidelines

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SERVICE CONDITIONS

Please read carefully!

The samples must meet the quality and quantity criteria and the shipping conditions, as indicated in the “Sample Requirements” and “Shipping” sections below. In case such specifications are not available the Customer shall enquire before sending any material. If storing and shipping conditions or sample specifications do not meet the required standards, IGA Technology Services may ask for an additional processing fee and the standard turnaround time might be delayed. Please note that the experimental setup and processing will be based on the information reported in the Sample Spreadsheet (**see Documents/Guidelines section in <https://igatechnology.com/>**). The first checkpoint of the workflow will be performed on the provided DNA. In the case of inconsistencies between values declared in the Sample Spreadsheet and observed measurements, the customer will be notified, and library preparation will be performed at the customer’s request and full service will be charged. IGA Technology Services will not be responsible for any lack of results or inadequate quality and quantity of sequencing data.

If some samples within a batch fail the library preparation step or have poor sequencing yield, while others succeed, the failure is deemed to be caused by sample properties, *i.e.* a presence of impurities or contaminants in template DNA, and IGA Technology Services is not obliged to repeat the experiment. A second round of preparation will be carried out to recover them at the customer’s request. Minor changes to the protocol might be applied to overcome the issues that hinder library preparation and/or sequencing. After the second round of preparation, samples with low yields can be loaded on the sequencer at the customer’s request and full service will be charged, otherwise, only the library preparation will be charged for such samples.

Extra processing fees

Extra processing fee can be applied in the following cases:

- Extra purification of DNA
- In-process QC

Please enquire for more information.

Contacts

All requests for information about the service must only be sent via email (long-read@igatechnology.com) and will be dealt with within a maximum of two working days from receipt.

In case problems arise during the sample processing, the Customer will be contacted directly to agree on possible solutions. Notifications will be sent to the contact person indicated in the Sample Spreadsheet at the sample reception and delivery.



For sample return and data storage and delivery refer to general Terms and Conditions.

SAMPLE REQUIREMENTS

Pseudonymization.

Please refer to general Terms and Conditions.

If human samples are provided in the form of tissue or body fluid, please fill out the Human samples clearance form and return a signed copy.

Plants

- Place at least 10 grams of flash-frozen, intact young tissues (leaves/buds) in 15 ml/50 ml Falcon tubes. Samples must be shipped in dry ice.
- Should you have limited amounts of tissue, please inquire.

Mammalian cells

- **Type of sample:** Frozen cell suspension in duplicate.
It is possible to receive and process live cells in culture, transported and hand-delivered directly by customers who can reach our laboratories in a time compatible with transport and processing in the same day. This option must be discussed and planned with us.
- **Recommended cell amount:** 5×10^6 cells in 1 ml per cryotube
- **Minimum Amount:** 100.000 cells in 0.5 mL per cryotube.
- If possible, provide a duplicate for each sample to be processed.
- If the number of samples exceeds 24, please get in touch with us.
- The samples can be shipped at room temperature or refrigerated with cold packs or dry ice depending on the Customer's requirements.
- If fewer than 1 million cells are available, please inquire.

Library specification

In case the Customer sends libraries or library pools for direct sequencing, please follow the Custom libraries Illumina sample preparation guidelines and shipping.



SHIPPING

Before submitting your samples, contact us to discuss the best approach for your specific cell type.

The cryotubes must have a clear and permanent sign with a progressive number corresponding to information specified in the Sample Spreadsheet.

Ship samples in Dry ice overnight and arrange the delivery by 12 noon.

IMPORTANT! Place tubes in cryoboxes to avoid direct contact of the vial with dry ice.

For more details, please follow “**Shipping and Packaging Guidelines**” PDF file available at

<https://igatechnology.com/igatech/documents/>

IF YOU HAVE ACTIVED THE PROJECT via <https://customer-portal.igatechnology.com/>:

Please follow the **shipping procedure** on the portal, attaching the **Sample Spreadsheet** and generating a **shipping barcode** to be insert into the parcel.

IF YOU RECEIVED THE QUOTATION via EMAIL

It is **MANDATORY** to send us the compiled **Sample Spreadsheet**, both with the shipped parcel and via e-mail. To properly track and safeguard your samples, send

Shipping Address:

IGA Technology Services srl
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