



# MICROMON SANGER SEQUENCING

## REPEAT & RE-RUN POLICY

### FACILITY ISSUE

If it is found that the quality of sequencing data has been affected by a reaction set up error caused by our staff, or by a malfunction of our equipment, the cycle sequencing reaction will be repeated and the extension products re-run at no cost to the customer. Our staff will have discretion to waive all fees associated with processing the sample in question.

### CUSTOMER SAMPLE ISSUE

If a cycle-sequenced sample submitted by the customer for separation exhibits delayed migration as a result of contaminants in the sample, or if the sample exhibits a saturating signal intensity due to the excessively high level of labelled extension products, the customer will be notified and given the option to approve or decline a manual dilution and re-run which will be chargeable at the normal separation price for that customer.

Similarly, if the labelled extension products generated from the purified DNA template supplied by the customer exhibits delayed migration as a result of contaminants in the template DNA solution, or if the extension products exhibit a saturating signal intensity due to an under-estimation of DNA concentration by the customer, the customer will be notified and given the option to approve or decline a manual dilution and re-run which will be chargeable at the normal separation price for that customer.