

# Guidance for US Customers: Support Expectations Based on Shipping Carrier



## Purpose:

This document outlines the support option coverage for our customers in the United States using an Illumina-defined shipping carrier versus a customer-contracted shipping carrier.

## Background:

Illumina partners with select carriers that meet our stringent standards to provide the best possible shipping solutions to our customers. If something goes wrong with a shipment, we have visibility and access to troubleshoot and resolve the problem on our customers behalf.

We also allow our customers to select their own preferred carriers in most cases, but our ability to guarantee a fantastic shipping experience is limited with carriers that we do not contract with ourselves. If there are issues during shipping when the customer has elected to use their defined contracted carrier, the customer will need to work directly with the contracted carrier to investigate and resolve. Illumina is unable to investigate with carriers we do not contract with ourselves.

## Instructions:

Use the below table to learn about the advantages of utilizing Illumina's carrier partners:

Feature or Service	<u>Illumina-defined shipping carrier</u>	<u>Customer-contracted shipping carrier</u>
Shipment tracking on MyIllumina	✓	✓
Tracking number included in shipment notification	✓	✓
Support with delivery issues (Illumina Customer Care will work with you and the carrier to resolve any issues and/or provide replacement product if warranted)	✓	
Pallet shipment capability	✓	
Re-icing capabilities for bulk shipments	✓	
Shipping an Illumina instrument*	✓	
Illumina responsible for shipment and insurance coverage until...	...delivery to customer	...customer-contracted carrier picks up from Illumina warehouse
Freight charges	Based on order value and included on Illumina invoice	Flat handling fee included on Illumina invoice

*\*Most instruments can be shipped only via an Illumina-contracted carrier experienced in large instrument handling and routing.*