

Ordering from Arcxis Biotechnologies®

How to Order	
Order Online:	http://store.arcxis.com
Order by E-mail:	orders@ARCXIS.com
Order by Fax:	+ 925-621-7900
Order by Mail:	2620 Koll Center Parkway, Suite 215 Pleasanton, CA 94566 USA
Order by Phone:	+925-621-7950

Contact Numbers	
Customer Service:	Phone: +925-621-7950 8:00 a.m. - 5:00 p.m. (Pacific Time Zone (PT)) weekdays Email: customerservice@arcxis.com
Technical Support:	Phone: + 925-621-7951 8:00 a.m. - 5:00 p.m. (Pacific Time Zone (PT)) weekdays Email: technicalservice@arcxis.com

Office hours

Normal business hours are 8:00 a.m. - 5:00 p.m. (Pacific Time Zone (PT)) weekdays.

Charge Your Arcxis Biotechnologies Purchase



Arcxis Biotechnologies accepts Visa, MasterCard, Discover Card, and American Express for shipment to all destinations.

On-line Ordering

To select items for purchase, indicate the quantity and click the **Add to Cart** button. Use the cart's top navigation bar or the **Continue Shopping** button to continue shopping. You may access the contents of your Shopping Cart at any time by clicking the **Shopping Cart** icon at the top of any Arcxis Biotechnologies page. Once you have completed shopping, take a moment to review the contents of your Shopping Cart to verify items and quantities. To proceed with purchase, click the **Checkout** button.

Returning customers can sign in with e-mail address and password at anytime. Arcxis Biotechnologies account holders may select to pay by purchase order issued against a corporate account¹. All customers may opt to pay by secure credit card transaction. Enter any promotional codes and insure all shipping and payment details are completed accurately.

New customers have the option to create an account and save their information at the end of the checkout process. One time orders do not require registration.

To submit your order, click the **Checkout** button. You will receive a confirmation e-mail message containing your sales order number and another email at the time of shipment.

Annual Purchase & Bulk Order Contracts

Arcxis Biotechnologies provides a discount program for recurrent orders and bulk purchases. Please contact Arcxis Biotechnologies Customer Service for details, sales terms and conditions.

Information for Telephone, Fax and Email Ordering

There is no minimum order requirement. For faster service, please provide us with the following information:

- Arcxis Biotechnologies customer account number
- Description of Products, including Arcxis Biotechnologies catalog numbers
- Desired Quantities
- Payment Information (one of the following)
 - Valid purchase order number (must be accompanied by Arcxis Biotechnologies account number)
 - Credit Card information (account number, expiration date, verification number)
- Recipient Contact Information (name, phone number, email address of end user)
- Shipping address
- Billing address
- Purchasing Agent Contact Information (name, phone number, email address)
- Desired Shipment Method

We will send a confirmation e-mail message containing your sales order number and another e-mail message at the time of shipment.

Prices & Terms

Payment terms for purchases are net 30 days in U.S. dollars. Prices are quoted in U.S. dollars and are subject to change without notice. All orders are subject to final acceptance by Arcxis Biotechnologies at the prices in effect at the time of order placement. [Arcxis Biotechnologies® Terms and Conditions of Sale.](#)

Shipping and Delivery

Orders received before 3 p.m. Pacific Time Zone Monday through Thursday will generally ship the same day. Orders received on Friday, Saturday and Sunday will generally ship Monday. Products are shipped from our facilities in Pleasanton, CA.

Any applicable Shipping/handling, hazardous material, and insurance charges are prepaid by Arcxis Biotechnologies and added to the invoice. Unless otherwise specified, we will choose the most

¹ In order to set up a corporate account and apply for credit, complete and submit the [Arcxis Credit Application Form](#)

appropriate shipping option for your order depending on your location and the shipping temperature and/or hazardous material determination of the products in your order.

If you have your own shipping account and prefer all shipping charges be made to this account, please indicate your account information during the checkout process.

You will receive an email confirmation with a link to tracking information once your order ships. This link is the most accurate method of delivery date confirmation.

Incomplete & Damaged Shipments

All orders become your property once released to the shipping carrier. If you determine a shipment to be incomplete or damaged, retain all shipping documents, containers, and packing materials. Arcxis Biotechnologies Customer Service must be notified immediately (no later than five business days after receipt) to take corrective action.

Additional questions and requests for assistance should be directed to our Customer Service Department.

Returns

If you are not entirely satisfied with the performance of an Arcxis Biotechnologies product we will offer an exchange or refund. Unauthorized shipments may also be returned for credit.

Please contact our Customer Service Department to secure a Return Authorization (RA) Number (see below) for all shipments returning to Arcxis Biotechnologies.

Return Authorization (RA) Numbers

RA Numbers enable us to track your return and ensure appropriate credit to your account. To return goods, please be ready to provide the following information:

- Purchase order number
- Sales order number
- Catalog number and description of product
- Reason for return

An RA number and return instructions will be provided.

Feedback regarding our return policy may be sent via e-mail, fax, or mail to Arcxis Biotechnologies.

Attention: the General Manager.

Product Use and Sales Conditions

Product Warranty and Satisfaction Guarantee

Arcxis Biotechnologies guarantees the performance of all products in the manner described in our product literature. The purchaser must determine the suitability of the product for the desired purpose. Should any product fail to perform satisfactorily due to any reason other than misuse, Arcxis Biotechnologies will replace it free of charge or refund the purchase price. We reserve the right to change, alter, or modify any product to enhance its performance and design. If an Arcxis Biotechnologies product fails to perform satisfactorily, follow the return policy previously outlined.

All terms and conditions are subject to change without prior notice. Click [Terms and Conditions of Sale](#) for additional details.

Technical Support

For product specifications, technical clarification or assistance with any Arcxis Biotechnologies product, please contact our Technical Support Department at +1 925-621-7951.