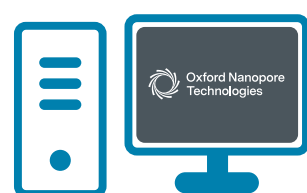


## Getting Started Information

1

### Account Registration

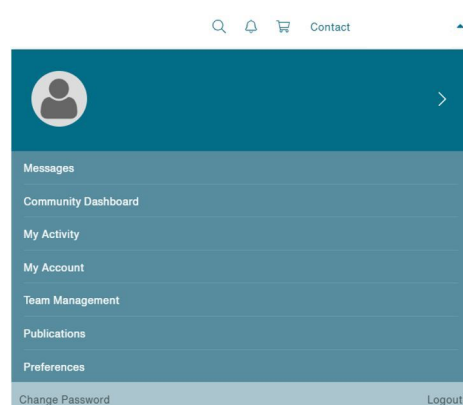


#### Registration

User registration is required before purchasing. Visit [our website](#) to get started.

#### Key functions of My Account

- View your quotes, orders and invoices.
- Reschedule any orders that haven't yet shipped.
- Account Management - you can invite colleagues to join so they can access the [Community](#), update billing and tax information or make one-off payments.



2

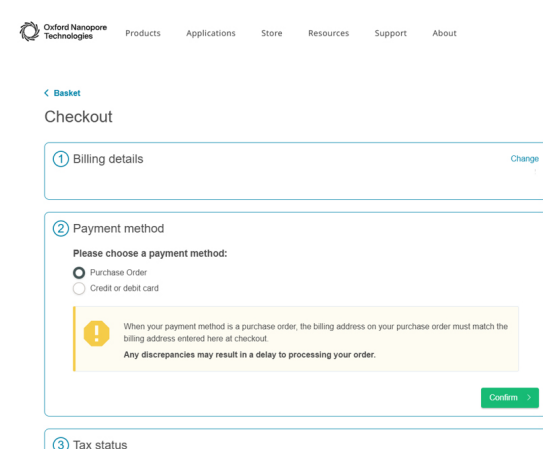
### Quotes and Ordering



We recommend creating a quote via our [online store](#). Please select the items you are interested in purchasing and add them to shopping basket. Once reviewed, select **Create a Quote** to generate a PDF.

All orders must be placed via our [online store](#), you can convert the quote to an order using the link on the quote.

Video Guide - [How to place an order](#).



3

### Payment and Invoicing



We accept purchase orders (PO) or credit card as the payment method.

- If using a PO, please upload a copy during the store checkout. We will invoice for the items that have been dispatched after shipping, with 30-day payment terms.
- If using a Credit Card, the payment is taken at the end of the checkout. Invoices are uploaded to My Account and for POs they are also sent out via email.

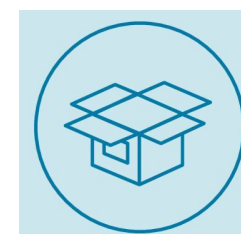
4

### Shipping



Orders are fulfilled either from our UK warehouses or 3PLs (3rd Party Logistics) in your region.

Consumables (Flow Cells and Kits) are shipped in Wool Cool packaging (where country regulations allow) along with frozen and chilled packs. **It is essential that Flow Cells are not frozen upon receipt**, please check the details on the packaging when you receive the shipment.

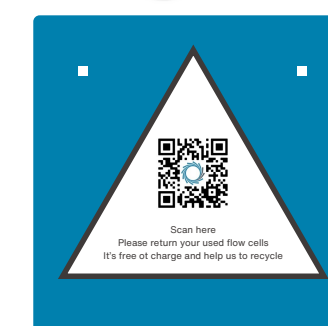


5

### Flow Cell Returns



As part of our sustainability initiative we do ask that all Flow Cells are returned to us for recycling. Please see the current details on how to return Flow Cells, via our [Returns page](#).



## Product Information

- Product information, brochures and pricing can be found on our [website](#) and [store](#).
- IT requirements, along with device details and safety information can be downloaded from the store device page (e.g. [GridION](#)).
- Software downloads, protocols, getting started guides, Nanopore Learning material and much more is found on our [Nanopore Community](#).

## Technical Support

- For all technical enquiries, please utilise our live chat on our [Support](#) site. Your technical enquiries will be handled by our Technical Application Scientists (TAS). Our TAS team consists of highly qualified individuals that have been trained to provide first line support for your questions or issues encountered. We are here to ensure you are successful with Nanopore sequencing.