

Frequently Asked Questions for Applied Biosystems accounts transferring to Life Technologies

1) Who is Life Technologies?

Life Technologies (formerly Invitrogen and Applied Biosystems) is a global solutions provider of consumables, instruments, and services that support scientists at the forefront of discovery. As your trusted scientific partner, Life Technologies is committed to providing you with an extraordinary customer experience by striving to reliably deliver what you need when you need it.

Life Technologies is home of the following brands:

- Invitrogen™
- Applied Biosystems®
- Ambion®
- Gibco®
- TaqMan®
- Ion Torrent™
- Molecular Probes®
- Novex®

2) Why are you combining invitrogen.com and appliedbiosystems.com?

We're doing this to provide you with an even better online experience. You'll be able to find and buy all Life Technologies products and services you've come to know and trust in one place.

3) Do [Invitrogen/Applied Biosystems/Ambion/Gibco/TaqMan/Ion Torrent/Molecular Probes/Novex] products still exist?

Yes. The [Invitrogen/Applied Biosystems/Ambion/Gibco/TaqMan/Ion Torrent/Molecular Probes/Novex] products and services you know and trust are all part of Life Technologies. We conceptualize, develop, manufacture, and sell these branded products and services under Life Technologies.

4) Will I still receive the same products?

There are no changes to our products. Formulations, raw materials certificates, certificates of origin, manufacturing, quality control, and labeling will remain the same.

5) Can I order all products from Life Technologies on www.lifetechnologies.com?

Yes, all products can be placed on lifetechnologies.com. Applied Biosystems products can be found on lifetechnologies.com; however, your appliedbiosystems.com account information (quotes, order history, favorites, etc) will not be available until your account is transitioned to Life Technologies. In the meantime, Applied Biosystems product orders should be placed with through appliedbiosystems.com or via phone/fax/email as done today. Following transition of your account, all Invitrogen and Applied Biosystems products will be available for ordering at www.lifetechnologies.com.

6) What phone number should I use to place orders with Life Technologies after my Applied Biosystems account is transferred to Life Technologies?

Our contact details remain the same:

P: (65) 6861 8638

F: (65) 6861 9391

E: orders.sg@lifetech.com

W: www.lifetechnologies.com/contactus

7) Is there any change to my Invitrogen and/or Applied Biosystems pricing with the new website?

There is no change to pricing. Your Invitrogen product pricing is still valid and Applied Biosystems product pricing will be available on lifetechnologies.com when your appliedbiosystems.com account is transferred.

8) If I purchase on appliedbiosystems.com, what exactly do I need to do on the date my account is transferring?

If you are registered on appliedbiosystems.com:

- The first time you sign in to appliedbiosystems.com after your account transfer date, you'll see a series of prompts to complete the transfer of your online account to lifetechnologies.com.
- Your account information will automatically transfer to lifetechnologies.com including order history, shopping cart content, billing & shipping information, and your favorite's lists.
- Once that transfer is complete, you'll be able to place orders for both Applied Biosystems and Invitrogen products on lifetechnologies.com
- You'll no longer be able to sign in and place orders on appliedbiosystems.com after this transfer is complete.

9) Will my Shopping Carts, Favorites, Order History and other appliedbiosystems.com account information be transferred to lifetechnologies.com?

Open Carts:

- Regular open shopping carts (not standing order or quote/promotion carts) will be transferred to an open cart on lifetechnologies.com.
- Configurable Products in an open cart will not get migrated from appliedbiosystems.com to lifetechnologies.com.

Favorites:

- All your favorites except for configurable products will be transferred. If you would like your configurable products transferred, please save these to Workspace and they will be transferred.

Workspace (My Custom Products):

- Completed designs for all custom products saved in the appliedbiosystems.com Workspace will be transferred to the "My Custom Products" section of lifetechnologies.com.
- Saved searches/lists in Workspace will not be transferred.

Payment Methods:

- Stored purchase order numbers will be transferred.

Order history

- Six months of order history will be available on lifetechnologies.com.

10) Do I have the option to continue to place orders with Applied Biosystems or on appliedbiosystems.com?

On your transition date, your orders will need to be placed with Life Technologies or on www.lifetechnologies.com which offers several improvements including simplified ordering, more accurate search, and enhanced product information.

11) Will appliedbiosystems.com go away?

After all accounts have been transferred to lifetechnologies.com, we'll eventually cease using appliedbiosystems.com. We'll notify you when your appliedbiosystems.com account is ready to transfer.

12) What if I have outstanding POs, blanket POs, or standing orders with Applied Biosystems?

POs addressed to Applied Biosystems and received after your account transfers to Life Technologies will be processed; however the invoice 'remit to' will be Life Technologies.

13) Will my Applied Biosystems quotation still be valid?

Yes. Active quotations will be valid with Life Technologies.

14) Now that I am submitting my P.O to Life Technologies do I have different Terms and Conditions?

Yes, Life Technologies T&C's will apply (www.lifetechnologies.com/termsandconditions).

15) What happens if I have a written contract with Applied Biosystems?

Your contract with Applied Biosystems will automatically assign to Life Technologies and no action is required; just begin ordering from Life Technologies. If your contract requires consent to assign, your consent will be assumed upon your first purchase from Life Technologies. For products not covered by your contract with Applied Biosystems, the Life Technologies General Terms and Conditions of Sales will apply.

16) Who do I contact with questions or issues?

Contact customer service and they will assist or direct your call. Contact details are:

P: (65) 6861 8638

F: (65) 6861 9391

E: orders.sg@lifetech.com

W: www.lifetechnologies.com/contactus

For more Frequently Asked Questions about Life Technologies and the new website please go to www.lifetechnologies.com/overview.