

Shipping Support Guidance for US Customers

Illumina-Contracted Carrier Shipping

Illumina has carefully partnered with select shipping carriers that meet our high standards for excellence. This allows us to provide complete support from order entry through delivery, ensuring an unparalleled customer experience.

Per Illumina's [T&Cs](#), standard shipping incoterms are **DAP (Delivery at Place)** and freight charges are invoiced as a flat percentage based on the total order value.

Key Advantages

- ✓ All shipments are fully insured and guaranteed by Illumina
- ✓ Comprehensive support for fast resolution of shipment or delivery issues
- ✓ No-charge replacements prioritized for lost or damaged items to ensure no down time
- ✓ Pallet shipment capability for bulk orders

Customer-Contracted Carrier Shipping

For customers requesting to use their own shipping carrier with **EXW (Ex Works)** incoterms, **title and all risk and liability transfers from Illumina to the customer at order pickup by the selected carrier**. Illumina will invoice a \$30 handling charge for each EXW order.

- Illumina is unable to provide no-charge replacements if a package is damaged or lost in transit
- Customer will need to issue a new PO for processing of a replacement order
- Carrier claims typically take up to 10 business days to process and reimbursement amount is based on customer's pre-negotiated terms with the carrier

Changes to standard Illumina shipping must be reviewed and agreed to in writing. If you have questions, please contact your Sales representative or Customer Care at CustomerCare@illumina.com.