



How to Get a Quote

To place an order, please create a quote through our [ordering system](#). Once our team receives the quote, we will work closely with you to ensure we clearly understand your needs. We will provide feedback based on our experience and expertise to generate a working timeline for your order and make modifications to your quote as needed.

For a *custom-made AAV quote*, please indicate:

1. The **size of the gene** you wish to package. If gene synthesis is needed, we will ask a third-party CRO to perform this service.
2. The **AAV serotype** you wish to package.
3. Your **Production Scale Size** in *vector genome (vg)*, equivalent to *genome copy (GC)*. Please check that this field is filled out correctly to ensure that the pricing for your product is correct.

For a *pre-made control AAV quote*, please provide:

1. The **name** of the control vector.
2. The **AAV Serotype** you wish to use.
3. The **volume** and **titer** of the product you wish to order.

Materials Required for Custom-Made AAVs:

If you accept a quote and want to proceed with Custom-Made AAV Production, we require 3 things before we initiate your project:

1. **The plasmid(s) with your target gene(s)**. Please send us 10-20 uL of DNA at 0.5 ug/uL. We also accept plasmids blotted onto filter paper, and the purification process will take 3 more days. Please label the container with the 8-digit quote number we provide to you. This will help us initiate your project faster, as we manage projects from many different customers on a daily basis! If you do not have ready-made DNA, you may utilize our [Gene Cloning Services](#) or use a third-party cloning provider.
2. **The text file(s) of the DNA sequence(s)**. File types we accept include .dna, .doc, .docx, or any other plain text files. Unfortunately, we cannot read Geneious files. We will keep your information absolutely confidential, and its use will be limited only to the project outlined in the quote, unless further requests from the original ordering entity are made.
3. **A form of payment**. Please see below.



Billing and Payments:

- We accept purchase orders (POs) as our primary mode of payment. All POs must reference the quote number assigned to your project. They may be faxed to (510) 887-7178, or emailed to info@virovek.com. If your institution's terms extend beyond NET 30, this must be indicated on the PO or otherwise communicated to our Customer Service and Operations Team via email.
- If your company does not provide POs, we shall accept payment before we begin the cloning and/or production process, and begin the project after all necessary materials are received. If you are a **US customer**, our other payment methods in order of preference are:
 - Electronic funds transfer (EFT)
 - Physical Check
 - Wire Transfer
 - Credit Card
- If you are an **international customer**, we prefer payment through wire transfer.
- All other terms for transactions must be governed by agreements negotiated between Virovek, Inc., and any other parties involved.
- We highly prefer **e-invoicing** for speedy processing and to go green. Please provide a valid **Accounts Payable email address** that we may directly send invoices to. If this is not possible, please provide a Billing Address for physical invoices. Virovek generally sends one invoice for every quote in full after the product is shipped out.

**Shipping, Delivery, and Packaging Fees:**

All shipping & packaging fees will be prepaid and added to each invoice. We charge a flat rate cost per shipment as indicated below. To reduce packaging costs, environmental impact, and material, we will try our best to pack shipments together if they are sent to the same address within the same 2-3 days. Please see the table below for our temperature-sensitive shipping options.

Ice Packs (4°C):

| Ship To Location | Time | Shipping Method | Cost |
|-----------------------------|---------------------------|-----------------------------|-------|
| San Francisco Bay Area | 1 day, delivered next day | UPS Next Day Air | \$80 |
| Domestic / Continental U.S. | 1 day, delivered next day | UPS Next Day Air | \$120 |
| International | 2-4 days | UPS Worldwide Express | \$350 |
| Customer's shipping account | | (materials & handling only) | \$50 |

Dry Ice (-80°C):

| Ship To Location | Time | Shipping Method | Cost |
|-----------------------------|---------------------------|------------------------------|-------|
| San Francisco Bay Area | 1 day, delivered next day | FedEx Priority Overnight | \$130 |
| Domestic / Continental U.S. | 1 day, delivered next day | FedEx Priority Overnight | \$240 |
| International | 2-4 days | FedEx International Priority | \$450 |
| Customer's shipping account | | (materials & handling only) | \$100 |

Disclaimer:

Although provided in a highly purified form, our AAV vectors or purified proteins are not intended for clinical diagnosis or drug use. They are for research purposes only. Any AAV vector/protein produced by Virovek does not imply the absence of a patent covering its use, does not constitute license under any existing or pending patents, nor is it intended or implied as a recommendation for the use of such vectors in infringement of any patent. The responsibility for determining the existence of such patents rests solely with the user.