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Resources & Support

How can we help you?

Please select from the options below.



Order Support

Reach out to our order team for assistance with order and shipping related inquiries.



Technical Support

Speak to someone from our team of scientists for any technical inquiries.



Technical Resources

Access product manuals, protocols, references, FAQs, and troubleshooting tips.



Learning Resources

Explore our knowledge base, educational videos, and other learning resources.

We're committed to excellent customer service

"Response time to our queries was always shorter than 24 hours and instructions were always clear and useful."

[Dr. Jorge Xool, Centro de Investigación Científica de Yucatán](#)



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Ordering FAQs

We can process your order via our website, phone, fax, or email between the hours of 8:00am and 5:00pm (PST), Monday to Friday.

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Shipping your samples to abm


If you need to ship samples or other items to **abm**, please review the appropriate document(s) below for detailed instructions and guidelines.


-  [Ship DNA to abm](#)
-  [Ship DNA for NGS to abm](#)
-  [Ship RNA for NGS to abm](#)
-  [Ship RNAlater Samples for NGS to abm](#)
-  [Ship Frozen Cells to abm](#)
-  [Ship Live Cells to abm](#)
-  [Ship Dry Ice to abm](#)
-  [Ship Antibodies to abm](#)

Couldn't find the answer to your question?

Our customer service team is ready to assist with your order and shipping related inquiries. Get in touch via:

 **Email**
Order Support: order@abmgood.com

 **Live Chat**
[8:00am to 5:00pm PST \(Mon-Fri\)](#)
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 **Telephone**
[8:00am to 5:00pm PST \(Mon-Fri\)](#)
Local: 604-247-2416 - Option 1
Toll Free: 1-866-757-2414
NGS Inquiries: 604-247-2484 - Ext. 118
Fax: 604-247-2414



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Contact Us

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✔ Placing an Order

Ordering online

If you are a new customer to **abm**, please [click here](#) to open an account. If you already have an account, go through our website, find the products you need, add them to the shopping cart, and make your payment online, either pay by credit card or by PO number. Please note if online order is placed with a PO, a hard copy of the PO will need to be emailed to order@abmgood.com referencing the order confirmation number.

Ordering by e-mail or fax

Please use either of these forms if ordering by fax or e-mail: [PDF](#) or [Word Doc](#)

Ordering over the phone

Please provide the following:

1. Caller's Name, Institution and Telephone Number
2. Catalog Number(s) (with Package Size and Description if applicable) and Quantity
3. Shipping and Billing Address
4. Credit Card Information or PO number including a hard copy of the Purchase Order to be emailed to order@abmgood.com referencing the order confirmation number.

Special requirements for orders outside Canada/USA

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1. Purchaser's Name, Institution and Telephone Number
 2. Catalog Number(s) (with Package Size and Description if applicable) and Quantity
 3. Shipping and Billing Address
 4. A FedEx or DHL account to pay for shipping. If an account is not provided a quote from FedEx will be acquired and this amount added to the invoice.
 5. Prepayment via Credit Card (VISA/MC) or Wire Transfer (\$25.00 wire fee will be added to the invoice).
- Also, please check and ensure the importation of the final products will not be delayed. We cannot be responsible for importation delays, as these are out of our control.

✔ Credit Card Purchases

For your convenience, **abm** accepts MasterCard and Visa for purchases. Credit cards will be approved prior to shipment of product(s) and will be charged on date of shipment.

✔ Terms of Payment

For PO's from pre-approved institutions, the terms of payment are net thirty (30) days from the date of shipment. A 1.5% service charge per month is added for accounts over 30 days.

✔ Changes or Cancellations

Changes or cancellations to orders involving custom service or prioritized out of stock items prior to shipment are subjected to a reagent recovery fee of 20% of the custom service and/or product price, this is in addition to any applicable deposits. **All custom service orders are final sale.**

✔ Shipping

Orders within Canada are shipped Monday - Thursday, orders to the USA are shipped Monday - Wednesday, and orders outside Canada/USA are shipped on Friday or Monday. Products are shipped F.O.B. Vancouver, Canada, shipping charges are prepaid and added to your invoice and unless otherwise requested, orders are shipped via Federal Express Priority.

For all non-Canadian orders, please note that customs clearance is not in our control. Applied Biological Materials Inc. is not responsible for delay in customs clearance, nor do we provide compensation for such delays.

In the event of shipment damage or errors in the products packaged, a picture showing the sealed foil pouches is required to verify damage/errors.

✔ Discounted Bulk Orders

All bio-reagents are available in bulk quantities at discounted prices.

✔ Warranties and other Terms and Conditions

To view our standard warranties and other terms and conditions, please click [here](#).

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Warranties/Terms and Conditions



[Home](#) > [Resources & Support](#) > [Order Support](#) > [Warranties/Terms and Conditions](#)

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Applied Biological Materials Inc. recommends that the buyer and other persons using the products follow Good Laboratory Practice guidelines. **abm** disclaims any and all responsibility for any injury or damage, which may be caused by the failure of the buyer or any other person to follow said guidelines. It is the user's responsibility to determine the applicability of any material and/or procedure for a specific purpose and to adopt such safety precautions as may be necessary.

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Our website uses your location to provide you with the most relevant product information and services for your country, including news, promotions, and more.

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Products sold by **abm** Inc. are all intended for research purposes by qualified persons only.



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[Products & Services](#) ▾

[Promotions](#)

[Resources & Support](#)

[About Us](#)






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Find answers to your questions online from our product manuals, protocols, references, FAQs, troubleshooting tips or knowledge base.

- ✓ [Adeno-Associated Virus \(AAV\)](#)
- ✓ [Adenoviral System](#)
- ✓ [Cell Immortalization Reagents](#)
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Claim forms


For replacement inquiries, please fill out and email technical@abmgood.com the applicable claim form plus any supporting data:


-  [General Claim Form](#)
-  Cellular Materials Claim Form
-  Viral Infection Troubleshooting Form - Viruses
-  Viral Infection Troubleshooting Form - Vectors

Contact our technical support team

Need help with a product or service? Our dedicated team of scientists are here to answer any technical inquiries you may have.

-  **Email**
Technical Support: technical@abmgood.com
NGS Service & Products: NGS@abmgood.com
Feedback: feedback@abmgood.com or [submit online](#)

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