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## Our Customer Guarantee

We are thrilled that you are considering Phase Genomics to help with your Hi-C projects. Our mission is to ensure our clients' happiness by delivering the highest quality assemblies as quickly and affordably as possible.

For projects conforming to our standard project criteria as defined in this document, we offer a guarantee that you will be happy with your results. On these projects, it is our policy to bill you only for work performed to a satisfactory standard and meeting your quality requirements.

## Outlining Your Success

Projects that meet our guidelines for sample inputs, draft assemblies, Hi-C library data, and other properties as set forth in this document ("Standard Projects") qualify for the guarantees described in this document ("Customer Guarantee"), subject to our [Terms of Service](#). If your project does not meet the our guidelines ("Non-Standard Projects"), we are still happy to work with you and provide you the best Hi-C data and assemblies we can, but the Customer Guarantee will not apply to your project.

Standard Projects are billed at the completion of the project for Full-Service projects, or at the time of purchase for Kit or Kit+Analysis projects. Non-Standard Projects are billed as individual project deliverables are completed.

**We look forward to working with  
you on your Hi-C project!**

## ProxiMeta Hi-C Full-Service Metagenome Deconvolution

We want to provide you with data and results you're thrilled with. To ensure your outcome meets your standards, we have specific guidelines which indicate whether a ProxiMeta Hi-C Full-Service Metagenome Deconvolution project qualifies as a Standard Project, and is thus covered by our Customer Guarantee. Please inquire if you are not within these parameters.

Sample	Standard Project Inputs		
High Complexity	>200 species/strains expected ex. Soil Sample		>20g raw sample
Mid Complexity	20-200 species/strains expected ex. Fecal Sample		>200 uL raw sample
Low Complexity	<20 species/strains expected ex. Culture		>200 uL raw sample
Cells	<20 species/strains expected ex. Culture		> 1 million cells

Preservation Methods	Standard Project Preservation Conditions		
Fresh	Still living 48hrs prior to receipt		
Frozen	Flash frozen	Stored at -80°C for <1 year	Sample freeze-thawed <2 times.
Preserved	<1 month at room temperature	RNAlater, Ethanol, or Zymo-Shield	
Fixed Tissue	<2% Formaldehyde for 10-20 minutes, then quenched		

Assembly Input	Standard Project Assembly+Hi-C Sequencing Stats		
Provide Your Own Assembly	Contig N50 >5 Kb	SPAdes 3.12.0 or higher MegaHIT 1.1.2 or higher	>50M PE100+ Hi-C read pairs
Provide Shotgun Reads	>100M PE150 shotgun read pairs		>50M PE100+ Hi-C read pairs

### Kit and Project Guidelines

#### Kits, Purchased With Analysis or Standalone

Kit purchases are guaranteed to produce usable Hi-C data for at least one sample conforming to Standard Project guidelines. This guarantee applies whether or not you are also using our analysis tools and services.

- Tissue/sample requirements follow those listed in Proximo, ProxiMeta, and ProximoSV Full Service descriptions.
- If both of your preps are classified as a "Fail" by PG's [quality control protocol](#), you will receive one free replacement kit (per purchased kit) after a consultation with PG's technical team. A kit will only be shipped once a consultation conversation has happened. Only purchased kits are eligible for this guarantee.
- You are responsible for shipping on replacement kits, as well as any associated sequencing costs.

#### Analysis of Kit Results

Like our full-service Standard Projects, we also guarantee the results of our services when used in conjunction with a Kit on a Standard Project. This guarantee means that you are not required to pay us for the analysis if you feel that we have not fulfilled our obligations as outlined in the [Terms of Service](#), and we will refund any prior payments for analysis in full. If we have completed the deliverables as outlined in your quote, and you are unhappy with the results, we will refund you all non-fixed costs associated with your project.

On Non-Standard Projects, Phase Genomics will use its best efforts to perform the analysis and deliver results, but these projects are not subject to the Customer Guarantee. This means we may choose to charge you some or all of associated analysis costs, even if you are unhappy with the results. We may also choose to halt or decline to perform analysis on Non-Standard Projects, and may choose to charge you for any portion of the analysis work which we have already performed. Phase Genomics will also refund any portion of prior payments for analyses not actually performed