

Instructions for Placing an Order

1. Select the service you want and tell us if you want to include characterization for your isolated exosomes. Characterization includes analysis of mean particle size, and protein concentration.
2. Provide details for the name, and volume of EACH sample in the appropriate field. This step is critical to the timeliness of your order (please see the Important Additional Information section for details).
3. Review your order and submit the form. Be sure to enter an email which we can use to reach you in case there is an issue with your order. We will also use this email to send you your invoice.
4. We will send you an order summary containing a reference number by email. Print out the order summary and include it with your shipment to us.
5. Prepare your samples in **sterile conical centrifuge tubes. For samples >15 mL, use 50 mL size tubes, and for samples between 5-15 mL, use 15 mL size tubes.** We do not process sample volumes less than 5 mL. Place on blue ice or other suitable material if desired, and send to us at the following address:

Lipexogen Biotech, LLC
101 N Haven St, #105
Baltimore, MD 21224

Important Additional Information

1. When placing an order for Express Exosome Isolation, you must provide details for the name and volume for EACH sample in the appropriate field on this page. Failure to provide clear information about each sample may delay your order (because we will need to contact you for clarification). The same is applicable if the samples we receive do not match the information you submitted when placing the order. Please take care to clearly input the correct information and label your samples accordingly prior to shipment.
2. Please note that we do not send out shipments on Fridays or days before a nationally recognized holiday. This is to ensure that your exosomes are kept under appropriate conditions during transit. The overall turnaround time from order placement to receipt of your exosomes will vary depending on the method of delivery you choose when sending us your samples. Generally, turnaround times are between 3 and 5 business days from receipt of your CM. We only accept orders within the U.S.
3. Express Exosome Isolation is only for conditioned medium samples. Please note that standard FBS contains bovine exosomes. We cannot separate bovine exosome contamination from the target exosomes in your conditioned medium. It is your responsibility to ensure the medium you send to us is free of bovine exosomes if this is important to you.
4. The minimum volume per sample that we process is 5 mL.

5. Please note that exosome release is influenced by many factors including cell type and cell culture conditions. We cannot guarantee that your conditioned medium samples will contain a large number of exosomes. We can extract high yields of exosomes from most conditioned medium samples so long as they are of good quality and contain at least average levels of exosomes. If your samples are of poor quality and/or lacking in sufficient number of exosomes, we cannot guarantee to provide such high yield. When preparing your samples, it is generally better to avoid letting the cells turn the medium too yellow.

6. When preparing your conditioned media samples for shipment, please be sure to clearly label each tube so that each sample matches the information you provided us when placing your order. Failure to do so may delay your order.

7. When shipping us your conditioned medium samples, it is up to you to select the delivery method that works for your timeline. Please be sure to provide adequate environmental control measures to ensure that the samples remain in good condition during transit time. We are not responsible for any problems that happen to your samples while they are in transit to us.