



Congratulations!

You have now purchased NADMED NAD measuring kit. Thank you for trusting us.



SHIPPING AND DELIVERY

We strive to dispatch your kits promptly for swift delivery. Shipping to the EU area typically takes between three days and one week, while to other locations, it generally ranges from one to two weeks from the order date.

Our goal is to arrange shipments in a way that prevents parcels from waiting over the weekend. In the event that this occurs, we ensure the parcels are adequately filled with dry ice.

Included in every order confirmation is the tracking number for your shipment, allowing you to monitor the kits' journey worldwide. If you have any questions regarding the shipping process, please feel free to contact us.

WHEN THE KIT ARRIVES

- Open the box and verify that there is still dry ice inside. If there is no dry ice remaining, please contact us.
- If you are storing the kit for more than one month, place it in a freezer set to -80°C . If you intend to run the assay within four weeks, a -20°C freezer can be used.



Ensuring all is well

We at NADMED are proud of our kits and want to make sure that you can run them without problems. That's why we provide the support you require.

While we make every effort to ensure our instructions are clear, there are times when they may benefit from further explanation. Therefore, we would like to offer a **30-minute onboarding call** with our customers.

To make the most of this call, we kindly request that you familiarize yourself with the Instructions for Use (IFU) available on our website under 'Documents'. This will not only help you understand the content better but also allow you to formulate any questions you may have.

During the call, we will delve into the more intricate aspects of the instructions, addressing any complexities in detail. Drawing on insights from our customers' challenges, we'll also share effective solutions. We are fully prepared to address any queries you might have. To schedule your training session, please book your slot [here](#).

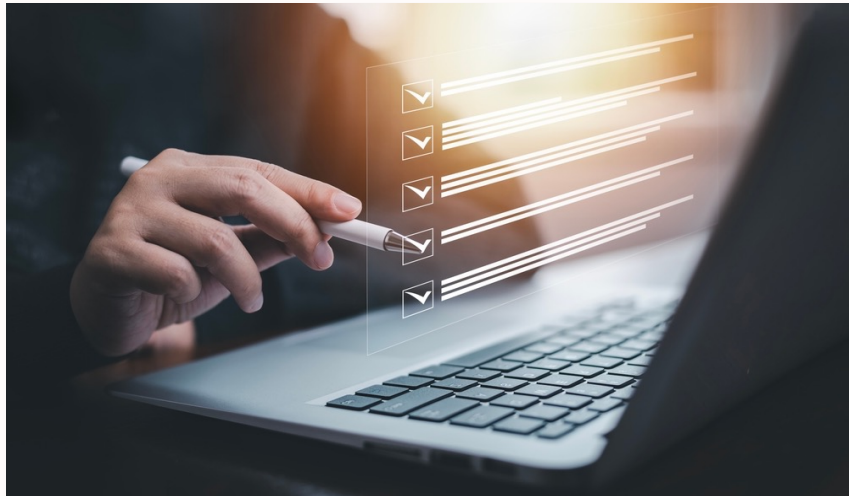
For those in need of online or on-the-spot training, please don't hesitate to contact us for more details.





What happens next?

After training you are ready to run the NADMED assay. We are here to help your every step, so if you have additional questions, please do not hesitate to ask.



There are a few considerations we would like to bring to your attention when planning the use of the NADMED kit:

- Some of the substances in the kit require thorough thawing before running the assay.
- Ensure that samples are thawed promptly, ideally right at the time of running the assay, with a maximum thawing time of 15 minutes.
- Ensure you have sufficient ice reserved for the water-ice bath.

Following the onboarding call, you may still have further questions. Please feel free to reach out with any queries or uncertainties. We are here to assist you and encourage open communication.

HOW TO CONTACT US?

The quickest and most effective way is to email to your contact person at NADMED. You can also send email to our general [info](#).



After you've run the assay

We hope you enjoyed the NADMED assay. Just a few more tasks for you.

RECYCLE COMPONENTS

As an environmentally conscious and responsible company, we strongly encourage you to recycle every possible component from the kit. None of these components is considered hazardous material, so a basic recycling process is sufficient.

FILL IN QUESTIONNAIRE

Please inform us when you have finished performing the NADMED assay. We will send you a questionnaire to assess both the kit and our customer service. Your participation in filling out the questionnaire is invaluable and contributes to our continuous development efforts.





There is more

As the world's leading NAD measuring company, we anchor all our endeavors in science. Originating from the academic world, this commitment is self-evident. In addition to our business initiatives, we consider it our duty to provide relevant, evidence-based information about NADs and their measurement.



JOIN WEBINARS

Every couple of months, NADMED scientists host a webinar discussing the latest findings in NAD studies.

RECEIVE NEWSLETTERS

The NADMED newsletter is a brief email delivered a few times a year, summarizing the latest developments in the company's life.

FOLLOW WEBSITE & LINKEDIN

At our News subpage on the website, we compile the latest updates about NADMED. Additionally, on our LinkedIn pages, you'll find regular posts covering NAD research.

BE IN TOUCH

We would love to hear from you. Every feedback is welcome and highly valued.



Happy to see you again

After a satisfactory experience with us, we hope to welcome you back soon.
We are always open for you.

RESEARCH COOPERATION

If you have a research project that involves NAD measurement and aims to advance the utilization of NAD measurement results, please get in touch with us. Perhaps we can collaborate on it together.

PRODUCT DEVELOPMENT

Our R&D is constantly improving our product catalog. If you have any specific needs for REDOX profiling do not hesitate to introduce them to us.

LABORATORY SERVICE

Just a reminder that if you need to measure metabolites not covered by our kits, our laboratory is at your disposal. We also provide concentration analyses for NAD supplementations.

