

Thank you for your purchase!

You have now purchased
NADMED NAD measuring kit.

Thank you for trusting us!



SHIPPING AND DELIVERY

We aim to dispatch your kits promptly to ensure timely delivery. Shipping within the EU area or the United States typically takes between 2 to 7 business days, while delivery to other regions, generally ranges from 1 to 2 weeks from the order date.

Whenever possible, shipments are scheduled in a way that prevents parcels from being in transit over the weekend. In the event that this occurs, we ensure the parcels are adequately filled with dry ice.

Once your kits have been dispatched from our manufacturer (BIOTYPE or ARGONAUT) you will receive a tracking number allowing you to follow the shipment. If you have any questions regarding shipping or delivery, please feel free to contact us.

WHEN THE KITS ARRIVE

- Upon receipt, 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 kits for more than one month, place them in a freezer set to -80°C .
- If you plan to run the assay within four weeks, the kits may be stored at stable -20°C .

Ensuring all is well

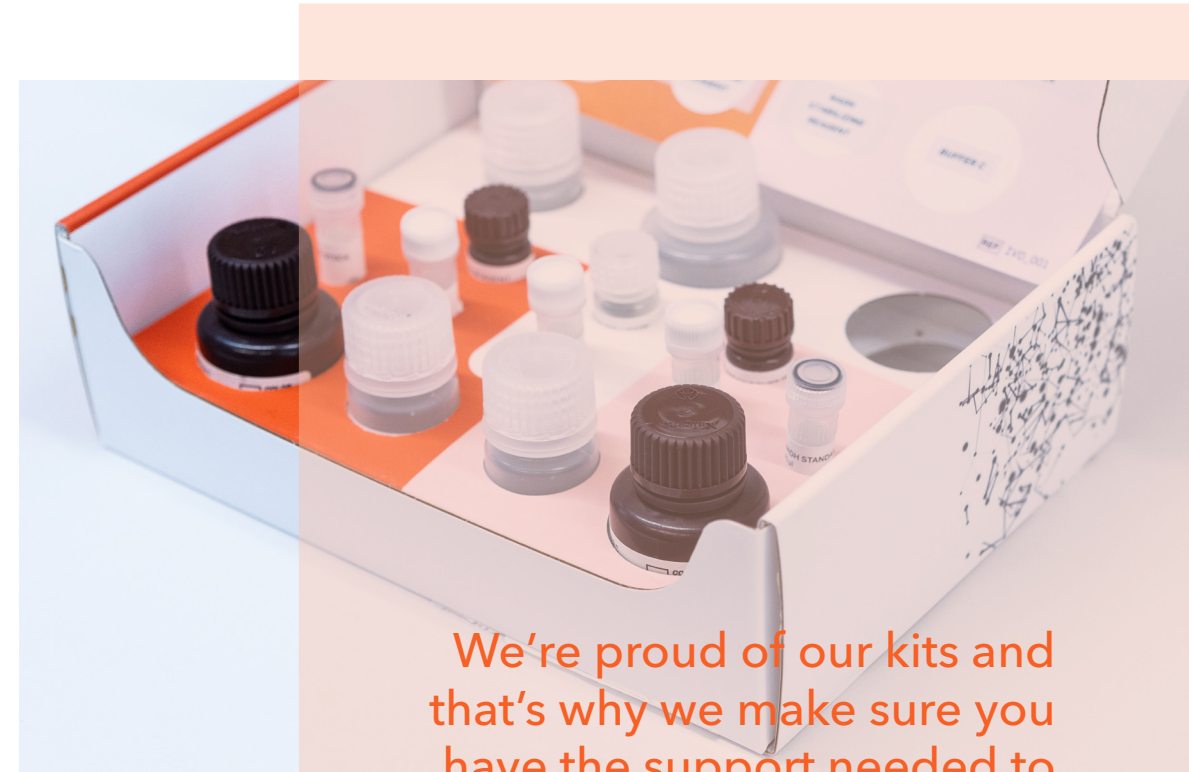
While we make every effort to ensure our instructions are clear, there are times when they may benefit from further explanation. Therefore, we offer a **1-hour onboarding call** to our first-time customers free of charge.

To make the most of this session, we kindly ask that you **review the Instructions for Use (IFU)** available on our website under 'Support' in advance. This will help you become more familiar with the procedure and allow you to prepare any questions you may wish to discuss.

During the call, we will focus on the inherent sensitivity of these metabolites and how pre-analytical factors such as sample type and handling can impact their accurate quantification.

We'll go through the workflow together to ensure full clarity and alignment with the instructions. Drawing from our customers' experience, we will also share practical considerations and solutions. We are, of course, happy to address any questions you may have.

To **schedule your session**, please book your slot [here](#). For those in need of further or on-the-spot training, please don't hesitate to contact us for more details.



We're proud of our kits and that's why we make sure you have the support needed to run them with confidence.

What happens next?



We're here to help at every step. Feel free to contact us with any questions.

After the onboarding you are ready to run the NADMED assay.

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

- To ensure data quality, it is critical to follow the IFU for all pre-analytical steps and for the handling of (frozen) samples before and during analysis.
- Before starting the assay, ensure you have all required equipment prepared according to the IFU.
- Some of the substances in the kit require thorough thawing before running the assay.
- Note that some steps in the assay must be performed under dim light conditions.

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 your contact person at NADMED. You can also send email to our general email address at info@nadmed.com.

After you've run the assay

We hope the NADMED assay gave you the insights you needed. We would appreciate if you:

RECYCLE COMPONENTS

As an environmentally conscious and responsible company, we strongly encourage you to recycle every possible component from the kits. Please dispose of all chemical components according to the instructions in the Safety Data Sheet (SDS) available on our website. All other materials can be recycled or discarded following standard laboratory recycling and waste procedures.


FILL IN QUESTIONNAIRE

To support our continuous improvement, we would greatly appreciate it if you could take a moment to complete a short [feedback form](#). Your feedback helps us understand your experience with the kits and how we can better support you in the future.



Your feedback matters.
Help us improve.

Stay in touch



Originating from academia, NADMED is committed to advancing NAD measurement and sharing evidence-based knowledge with the community.

RESEARCH COOPERATION

If you have a research project involving NAD measurement and you are interested in advancing the use and interpretation of the results, please get in touch. We'd be happy to explore potential collaboration opportunities.

PRODUCT DEVELOPMENT

Our R&D team continuously expands and refines our product portfolio. If you have any specific REDOX profiling needs, do not hesitate to discuss them with 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.

CONNECT WITH US

Follow NADMED across channels for scientific insights, product updates, and upcoming activities.

