



Introducing Bioguarantee from Sigma[®] Life Science

The biology you need with the support you deserve

Peace of Mind with Your Antibody Purchase

We promise to offer exemplary scientific support and a full credit or replacement product if you are not completely satisfied with the performance of the antibody.

Sigma Life Science is passionate about biology and we know your time and money is precious. That is why we are offering our Antibody Bioguarantee on antibody purchases.

We invite you to evaluate our antibody products with complete peace of mind. If our antibody does not perform in your application of interest or species specificity – no matter what – we will issue a full credit or replacement antibody product – **Bioguaranteed**.*

Sigma Antibodies – Unmatched Scope, Content and Quality

Comprehensive collection in a variety of host species:

- Thousands of monoclonal and polyclonal primary antibodies
- Secondary antibodies and conjugates
- Antibodies produced in goat, mouse, rabbit, rat and more

Meticulous application testing and validation:

- WB, IHC, IF, ELISA, ChIP, and Flow

Prestige Antibodies[®] powered by Atlas Antibodies

Find your antibody or browse our collection with the Antibody Explorer Search Tool

wherebiobegins.com/antibodyexplorer

How it Works

1. Place your antibody order online or call 1800 200 888.
2. Following your evaluation, if you are not completely satisfied with the performance of the antibody, complete our Antibody Bioguarantee Form available on our website.
3. Our Technical Service team will contact you within 48 hours to review the details of your experiment and complete your claim.*



Bioguarantee



Bioguarantee
Peace of Mind with Your Antibody Purchase

Sigma-Aldrich Ireland

Vale Road
Arklow
Co Wicklow
sigma-aldrich.com

Order/Customer Service

1800 200 888
Fax: 1800 600 222

Technical Service

1800 709 777
EurTechServ@sial.com

Development/Custom Manufacturing Inquiries

1800 200 888

Safety-related Information

sigma-aldrich.com/safetycenter

For more information, please contact:

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Life Science Specialist
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chris.kavanagh@sial.com

For more information, please visit wherebiobegins.com/bioguarantee

*Experimental results must be submitted via the Antibody Bioguarantee Form within 12 months of the date of purchase. All required fields of the Antibody Bioguarantee Form must be completed. Refunds and replacements contingent to claim review by technical service team. Credit covers the cost of antibody. Product replacements depend on product availability.

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Frequently Asked Questions (FAQs)

Do I need to reference a promo code during my purchase to take advantage of the Antibody Bioguarantee?

No, a promo/offer code is not necessary. All antibodies are automatically included in Sigma's Antibody Bioguarantee.

Is there a time limitation within which the antibody must be tested in order for this refund policy to be valid?

Yes, all data must be submitted via the Antibody Bioguarantee Form within 12 months of the date of purchase. All required fields of the Antibody Bioguarantee Form must be completed.

Does the Antibody Bioguarantee apply to more than one antibody purchase? If I buy two antibodies and use them at different times, are they both guaranteed?

Absolutely. The Antibody Bioguarantee applies to as many antibodies as you would like to evaluate, provided they are under this program at the time you submitted the Antibody Bioguarantee Form.

Does the antibody need to be returned if my experiment is unsuccessful?

No, the antibody does not need to be returned; however, you must complete all required fields of the Antibody Bioguarantee Form.

Once I fill out the Antibody Bioguarantee Form, will I receive a refund or a replacement antibody?

If your product was under our Bioguarantee at the time you submitted the Antibody Bioguarantee Form and you remain unsatisfied with the antibody, then we will either issue you a full credit that covers the cost of the antibody or a replacement antibody, at your preference. All refunds and replacements are contingent to claim review by our Technical Service team, and product replacements depend on product availability.

How soon after I fill out the Antibody Bioguarantee Form can I expect my refund or replacement product?

Our Technical Service team will review your Antibody Bioguarantee Form and contact you within 48 hours to review the details of your experiment with you. Refunds and/or replacements will be provided within a reasonable time period after we reach you and determine the proper remedy for your product.

Will this Antibody Bioguarantee always be offered on antibody purchases?

Yes! You may purchase an antibody at any time and it will be covered under our Antibody Bioguarantee for 12 months. Sigma Life Science is dedicated to providing you with quality antibody products, and committed to providing you with complete peace of mind with your antibody purchase.