



Affymetrix Acquisition of USB—Frequently Asked Questions

When did Affymetrix acquire USB?

The acquisition was completed on January 31st, 2008.

Who is USB?

USB is a developer, manufacturer and supplier of enzymes, reagents and kits for life science research and industrial applications. The company's offerings are grouped into three major product lines consisting of molecular biology enzymes and kits, biochemical reagents and products used in membrane protein research applications. The company history extends back to the 1970s, known then as United States Biochemical, Inc.

Why did Affymetrix acquire USB?

The integration of USB with Affymetrix will accelerate the ability to develop and provide complete solutions for customers. USB is a recognized leader in the life sciences industry with strong brand equity and established manufacturing capabilities. The acquisition immediately expands Affymetrix' talent base, enhances the whole-product solution offering, and creates new, long-term growth opportunities.

Why did USB choose to be acquired by Affymetrix?

Affymetrix is a pioneer in the life science research market that continues to set the standard in genetic analysis. The USB reagent offering is very complementary to the Affymetrix current product portfolio and can be applied to a broad variety of existing and emerging applications.

What are USB's products?

USB offers an extensive line of biochemical and molecular biology products. The biochemical line includes a number of core reagents used in both basic research and in industrial applications. Specialized areas in the biochemical line include gel electrophoresis reagents, Good's Buffers, bacterial culture reagents, and Ultrapure biochemicals for molecular biology applications. The molecular biology line focuses on reagents for PCR, sample preparation, nucleic acid and protein purification, cloning, RNA analysis, and specialized kits.

What does the acquisition mean for USB customers, partners, and distributors?

USB customers, partners, and distributors should not expect to see any significant impact resulting from the acquisition by Affymetrix. Customers should continue to contact their USB Sales Representative or Customer Service team with any questions regarding accounts or orders.

How do I purchase USB products?

USB Customers should continue to purchase products through normal channels.

In the USA, products may be ordered by phone at 1.800.321.9322 or 216.765.5000, by fax at 800.535.0898 or 216.464.5075 or on-line at www.usbweb.com.

In Europe, products may be ordered by phone at +49(0)76 33-933 400 or by fax +49(0)76 33-933 4020 or online at www.usbweb.de.

Customers outside the USA and Europe should continue to contact their current distributor to place orders. For the most up-to-date information on distributors of USB brand products, visit www.usbweb.com.

Who should I make my purchase orders and payments to?

For USB products, please continue to issue your purchase order number to the USB Customer Service Team either by phone, fax or e-mail. Payments of invoices should continue to be made to USB Corporation:
P. O. Box 92939, Cleveland, Ohio 44194-2939.

Is my USB quotation number still valid?

Yes. If your quotation is close to its expiration date, please contact your USB Sales Representative.

Will my USB customer number change?

No. Your USB account number will not change at this time. If you are a new customer, please contact the USB Customer Service Team to set up an account.

Who do I contact for support of USB products?

In the USA, you may e-mail USB directly at USBtechsupport@affymetrix.com for technical questions. For pricing and product availability, please contact USB at USBcustomerserv@affymetrix.com or contact your current sales representative. You can also contact us by using the phone/fax numbers listed above.

In Europe, you may e-mail USB directly at USBtechsupporteurope@affymetrix.com for technical questions. For pricing and product availability, please contact USB at USBcustomerserveurope@affymetrix.com or contact your local USB Sales Representative. You can also contact us by using the phone/fax numbers listed above.

Where should customers go for information on USB products?

The USB website, www.usbweb.com, has up-to-date product information and pricing.