

Customer Notification

Dear Valued Customers and Partners,

At Illumina, we strive each day to improve human health by unlocking the power of the genome. It is our great privilege to partner with customers like you in building a healthier future.

Over the past weeks, we have been spending time thinking through our approach to tariffs and the current economic environment. After a lot of thought and consideration, we identified the need to add a surcharge that reflects our increased costs.

From this point forward on all new orders, we will apply a surcharge for our customers in the US and Europe. In Europe, we are adding a 3% surcharge to our consumables products, sequencing instruments, and most services, based on tariff and supply chain trends.

An important note: Should tariff and supply chain trends change, we will adjust accordingly.

Our team stands ready to answer your questions and provide support, and you can reach us at customercare@illumina.com.

I speak for everyone at Illumina when I say that we take the greatest pride in the role we play in helping the world get one step closer to precision health.

Thank you for your business and partnership. Together, I believe we will successfully navigate this and emerge stronger.

Sincerely,

Everett Cunningham
Chief Commercial Officer

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