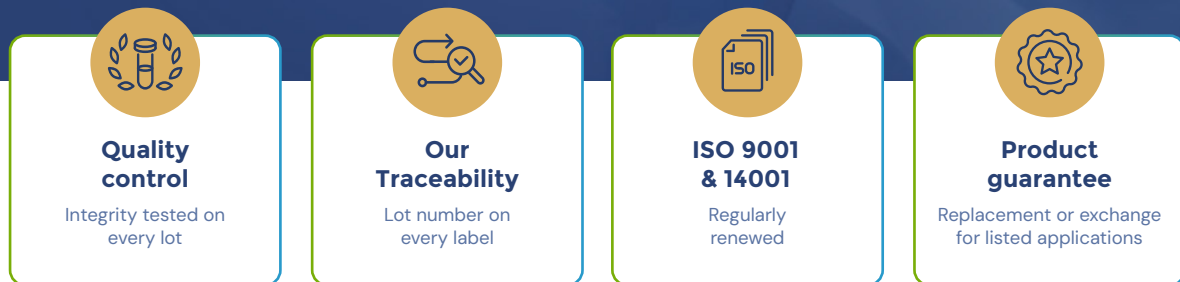


QUALITY CHARTER

OUR COMMITMENTS FOR YOUR OFF-THE-SHELF BIOREAGENTS

Founded in 2003, ProteoGenix supplies more than 30,000 references in antibodies, proteins and reagents to research teams worldwide. Our products are manufactured, quality-controlled and shipped according to rigorous standards. Our dual ISO 9001:2015 and ISO 14001:2015 certifications reflect our commitment to quality and environmental responsibility.



1. Quality Mission

At ProteoGenix, quality is not a step in the process; it is the guiding thread of everything we do. Our customers are researchers, diagnostic teams, and pharmaceutical laboratories. They work on demanding subjects and need reagents they can rely on, without having to question every result. Every lot we produce is controlled, traced and validated before shipment. Our ISO 9001:2015 and ISO 14001:2015 certifications, regularly renewed, reflect the company's commitment to both the rigour of its processes and its environmental responsibility at all levels of the organisation.

2. Manufacturing and Quality Control

2.1 EXPRESSION SYSTEMS

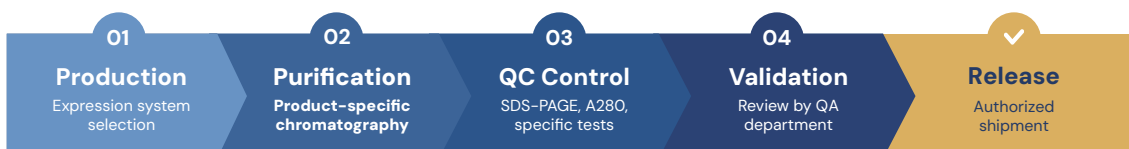
Our products are derived from various expression systems depending on the nature of the protein: *E. coli*, CHO cells, including through our proprietary XtenCHO™ Race platform, HEK293 cells, yeasts (*Pichia pastoris*, *Saccharomyces cerevisiae*) and insect cells with baculovirus system.

2.2 PURIFICATION AND CHARACTERIZATION

The purification method is tailored to each product. We use affinity chromatography, ion exchange and gel filtration as appropriate. Each lot is then characterized via the relevant analyses: SDS-PAGE and A280 spectrophotometry on every lot, Western Blot, HPLC, biological activity assays and LAL endotoxin testing depending on the product and upon request.

2.3 BATCH RELEASE WORKFLOW

Each lot must complete the following five steps before shipment. No product is released without final validation by our Quality Assurance department.



3. Our Quality Guarantees

01	Certificate of Analysis	A Certificate of Analysis (CoA) is available upon request for each product. It details the tests performed and results obtained for the relevant lot.
02	Guaranteed purity	Our products typically reach a purity level of 90% or above, verified by SDS-PAGE. This threshold may vary for certain complex proteins.
03	Traceability	Each production lot is tracked from manufacturing to delivery. The lot number is visible on the label of every packaging unit.
04	Guaranteed shelf life	We guarantee a shelf life of 1 year after shipment for all our products (6 months for ELISA kits), provided storage recommendations are followed.
05	Regulatory compliance	ProteoGenix holds two international certifications: ISO 9001:2015 : quality management and customer satisfaction ISO 14001:2015 : environmental management
06	Scientific support	Every order is supported by a qualified expert, available to answer your technical questions and guide you towards the most suitable product for your application.
07	Satisfaction guarantee	If a product does not meet its stated specifications, we commit to finding an appropriate solution: replacement, exchange, or goodwill gesture. Your request will be handled within 2 business days.

4. Storage and Shipping

4.1 STORAGE CONDITIONS

Storage conditions vary depending on the nature of the product. The following recommendations apply to our main product categories:

Antibodies and recombinant proteins

- +2°C to +4°C: short-term storage
- -20°C or -80°C: long-term storage. The addition of 20 to 40% glycerol may improve cryoprotection
- Avoid repeated freeze/thaw cycles. We recommend aliquoting the product according to your needs

Other products

- +4°C: ELISA kits, conjugated antibodies, culture media. Use within one week of opening
- Room temperature: cell density gradients and certain stable reagents

Product-specific storage conditions are indicated on the datasheet provided with the order and available online.

4.2 SHIPPING

Our products are shipped in isothermal packaging with natural straw padding, in line with our environmental commitment. The recommended shipping temperature is specified on each datasheet, available online and included with the order. If any anomaly is noticed upon receipt, our team remains available. We invite you to contact us promptly with photos of the parcel and the product, so that we can process your request in the best possible conditions.

5. Any questions? Contact us

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SHOP & ORDERS

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“At ProteoGenix, our commitment goes beyond industry standards—we are deeply dedicated to both our customers and the environment. The renewal of our ISO 9001:2015 and ISO 14001:2015 certifications is not just a formal achievement; it reflects our ongoing journey to meet the highest standards in every area of our work.”

Philippe Funrock, CEO and co-founder of ProteoGenix