

## The Jackson Laboratory—West Facility Expansion FAQs

The Jackson Laboratory is the leading provider of inbred and genetically modified mouse models in the world. JAX® Mice are considered to be the *Gold Standard* for laboratory mice because of their genetic quality, health, selection, delivery and scientific support. We are expanding the selection and availability of JAX® Mice and supporting *In Vivo*, Cancer, and Stem Cell Services from our new facility in Sacramento California to enhance our support of research across the nation and around the world.

**Q When will JAX begin shipping mice from the new facility?**

**A** We began shipping mice from the new facility in January 2009

**Q Will our deliveries days stay the same?**

**A** Yes, we will deliver mice on the same days of the week that we currently serve your institution.

**Q Will the cut off time for order placement change?**

**A** Yes, the cut off time for orders has been extended and Customer Service representatives are available to take your orders until 5:00am-5:00pm Pacific (8:00am–8:00pm Eastern), Monday through Friday.

**Q Will the same bedding be used at both the Sacramento and Bar Harbor facilities?**

**A** We are currently assessing various bedding alternative and plan to standardize both facilities on a single type of bedding sometime in 2009.

**Q Who do we contact to arrange a site visit or audit?**

**A** Contact your regional JAX representative. Contact information for the representative in your area is available at [www.jax.org/jaxmice/manager](http://www.jax.org/jaxmice/manager).

**Q Will the Bar Harbor site still be the main mouse production facility?**

**A** Smaller, specialty strains will continue to be provided from our production facility in Bar Harbor, Maine. However, we will utilize both facilities to supply the most commonly used strains.

**Contact us today:**



**Phone:** 1-800-422-6423 or 1-207-288-5845

**Email:** [orderquest@jax.org](mailto:orderquest@jax.org)