

# Frequently Asked Questions

**Q: Who manufactures FuGENE Transfection Reagents?**

A: FuGENE Transfection reagents have been manufactured by FuGENT LLC. located in Madison & Middleton, WI for all 25 years of existence.

**Q: How can FuGENE be purchased?**

A: All FuGENE Transfection reagents (FuGENE 4K, HD, 6, and SI) can be purchased directly through us, the manufacturer FuGENE (Fugent LLC) at [www.fugene.com](http://www.fugene.com). In addition, we have partnered with a network of international distributors which can be seen on our website. Customers can also still purchase FuGENE HD, 4K and 6 from Promega Corporation.

**Q: Do you offer product samples?**

A: Yes, please reach out to us at [contact@fugene.com](mailto:contact@fugene.com) to request a sample of our reagents.

**Q: How do you select best DNA Transfection reagent for your cell lines amongst FuGENE 6, HD & 4K?**

A: FuGENE understands the unique applications and cell lines our customers utilize therefore we always recommend obtaining free samples and testing. Please contact us at [contact@fugene.com](mailto:contact@fugene.com) for information on how to obtain samples.

**Q: How can we get help optimizing for our cell line and application?**

A: Navigate to our Documents/Manual page at [www.fugene.com](http://www.fugene.com) for a handy optimization guide, or feel free to contact us at [contact@fugene.com](mailto:contact@fugene.com) for PhD. level technical assistance.

**Q: Do you offer bulk or custom formulations?**

A: We pride ourselves on being nimble for our customers needs and certainly welcome any custom or bulk formulation requests. With a dedicated PhD team of biologists and chemists we are ready to tackle any project

**Q: Will your reagents be available for cGMP applications?**

A: We are currently in c-GMP process development with goal of being cGMP in year 2023-2024, for specific inquires please contact us at: [contact@fugene.com](mailto:contact@fugene.com).

**Q: Who do we contact for customer or technical support?**

A: Please contact us directly at [contact@fugene.com](mailto:contact@fugene.com) and you will receive a response within 24 hours.