#1 Letter of Complaint

Scientific Support Department

Abcam Inc

4090 Stn A

Toronto, ON M5W 0E9

November 28, 2019

Taras Shyp

675 W 10thAve

Room 3.414

Vancouver, BC V5Z 1L3

 Dear Scientific Support Specialist,

I would like to express the pleasure of using Abcam products for a long time during my laboratory work at Sorensen Lab at the BC Cancer Research Center. Unfortunately, I could not get good results in my last experiments using the ab207914 antibody (<https://www.abcam.com/steap1-antibody-j2d2-n-terminal-ab207914.html>) that were purchased on November 14, 2019, from the laboratory`s account by our laboratory manager Xu Ly (reference number PS 0003465).

We previously used the Anti-STEAP-1 antibody. However, using this antibody for Western blot and immunofluorescence I was not able to get any signal in the samples. Nevertheless, by utilizing antibodies from other manufacturer STEAP-1 expression was detected in the same samples. The general procedures of the aforementioned assays were provided accordingly to your recommendations and all possible troubleshouting steps were performed as well.

Consequently, as a part of Abcam products guarantee, I would like to ask you about refunding for the product, as it not performing as stated on the datasheet other. If you have any questions, please contact me through the phone 674 675 8000 or via email: [tshyp@alumni.ubc.ca](mailto:tshyp@alumni.ubc.ca).

 Sincerely yours,



Taras Shyp

#2 Bad News Letter

Taras Shyp

675 W 10thAve

Room 3.414

Vancouver, BC V5Z 1L3

 November 29, 2019

Scientific Support Department

Abcam Inc

4090 Stn A  
Toronto, ON M5W 0E9

 Dear Taras,

Thank you for getting in touch about our Anti-STEAP1 antibody (ab207914). It is undeniably, that supplies play an important role in the daily work of scientists, and Abcam goal is to provide you high-quality products. I am sorry to hear that ab207914 did not perform as expected in your samples, given that another anti-STEAP1 antibody worked in the same samples.

As such, as part of our Abpromiseguarantee, I would be happy to send you a replacement antibody (any antibody from the catalog) or replace by it a product for the same price range ab207914. Unfortunately, accordingly to recently revised Abcam guarantee rules, we are not able to provide you a refunding, but we can offer you a 50 % discount for the next purchase.

We have a pleasure to supply materials for Sorensen Laboratory for many years which helped to make breakthrough discoveries in molecular biology. We hope for further fruitful collaboration with your laboratory and our support teams would help you with any questions you may have about our products. Looking forward to hearing from you.

 Sincerely,



Taras Shyp

Scientific Support Specialist

604 772 2226