

Customer FAQ

AB SCIEX has entered into an agreement to acquire the mass spectrometry business of Labindia Instruments Pvt. Ltd.

Q. Why is Labindia transitioning its mass spectrometry business to AB SCIEX?

A. AB SCIEX is a global leader that has been providing mass spectrometry solutions to India's scientific community through Labindia for the past 15 years. This new transaction is a natural culmination of a very successful and productive relationship. It will combine the local expertise and relationships of Labindia's mass spectrometry team with AB SCIEX's global resources, scientific expertise and product development leadership to work closely and collaboratively with customers. We believe this is a positive step forward for mass spectrometry customers in India.

Q. What is going to happen to my existing relationship with Labindia's mass spectrometry team?

A. Maintaining continuity of relationships and communication is a core part of the plan. Customers in India will continue to receive uninterrupted service and support at the same high levels they are accustomed to. We strongly value our customer relationships and are fully committed to maintain and strengthen them.

Q. How will AB SCIEX's acquisition of Labindia's mass spectrometry business impact me in terms of products and services?

A. Customer satisfaction is of utmost importance. Every effort is being made to ensure that there is no disruption to our product offerings and existing service levels. AB SCIEX and Labindia are working hard to make sure that this is a smooth transition. This announcement does not affect AB SCIEX products or the support customers receive.

Q. Who do I call with any questions?

A. Please continue to be in communication with your regular contacts at Labindia for answers to any questions you may have.

Q. What does this acquisition say about AB SCIEX's strategy in India?

A. AB SCIEX is investing in India. This is an important geography for the company as India is one of the world's fastest growing markets for science. By broadening its presence in India, AB SCIEX will be able to work more collaboratively with scientists and advance science. This is consistent with the company's strategic direction.

Q. When will the transaction close?

A. The AB SCIEX acquisition of Labindia’s mass spectrometry business is expected to close by early Q4 of this year. On the close date, Labindia’s mass spectrometry team will officially become a part of AB SCIEX. All customers will be kept informed.

Q. What changes should be expected as a result of the transition of Labindia’s mass spectrometry business to AB SCIEX in India?

A. Customers can expect business as usual. After the close of the transaction, AB SCIEX will communicate with customers to provide more details of the support to further enhance customer satisfaction.

Q. What if I am in the process of getting a purchase of AB SCIEX products approved?

A. Customers should expect business as usual. Since all the quotes already indicate the order beneficiary to be AB SCIEX, there should be no change necessary in the order placement procedures. As part of the transition, Labindia and AB SCIEX will continue to jointly address open orders, quotes and tenders, as necessary, before and after the closing of the transaction. (Please contact your Labindia sales contact if you have any immediate questions or concerns.)

Q. Where will AB SCIEX’s commercial operation in India be headquartered?

A. The Indian operations of AB SCIEX will be headquartered in Gurgaon (Delhi).

Q. Where will the mass spectrometry team be located after they transition to AB SCIEX?

A. The personnel joining AB SCIEX will continue to work from their current locations.

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