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What we will do

We will consider questions within the current scope of the relevant web service. We will endeavour to respond to questions as soon as possible but are under no obligation to respond to a question. Generally, a question will be answered within two working days of the question being submitted. We try to be as helpful as possible but because of constraints on time, our Life Sciences experts are normally unable to spend more than two hours on any particular question. (In some cases, we may provide responses after two working days due to availability of resources or other unavoidable reasons, or if our response is requires more than two hours, we may route the question to our professional services team who may contact you with a project proposal including a proposed fee for services.)

Asking a question

Users are encouraged to ask questions via Ask the Scientific Expert.

Questions must be asked using the Ask the Scientific Expert question form, which is available via http://ip-science.interest.thomsonreuters.com/ask_lifesciences_expert.

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