

# How to order Proficiency Testing Scheme Studies

(To be read in conjunction with our CRS catalogue).



## HOW TO ORDER ?

1. **Internet:** Not available by Internet
2. **Email:** Please complete the relevant registration form (Physico-Chemical or Biological studies) available at [http://www.edqm.eu/site/page\\_612.php](http://www.edqm.eu/site/page_612.php)  
  
Please send it as an attachment to the address on the registration form. Please note that all information requested on the order form is necessary to process your registration.
3. **Fax:** As email but send the relevant registration form to **+33 (0) 88 41 27 71**.
4. **Post:** As email but send the relevant registration form for the attention of the DBO to EDQM – Council of Europe, 7 allée Kastner, CS 30026, 67081 STRASBOURG, France.

## NOTE:

**PLEASE DO NOT RE-SEND AN ORDER YOU HAVE PREVIOUSLY SENT.**

**WE DO NOT ACCEPT ORDERS BY TELEPHONE.**

## General

Please ensure any order clearly indicates:

- Details of the Invoicing/Billing address including name of institute/company, post code, town, country and telephone number;
- Details of the Delivery/Dispatch address (if different) including name of institute/company, post code, town, country (please note STREET ADDRESS ONLY, no P.O. Boxes);
- Contact name, telephone number, fax number and email address: an email address is required for order confirmation and shipping notification purposes;
- VAT number (mandatory within the European Union);
- Your order reference/purchase order reference.

## PRICES / FEES

Currently the amount due per study is 230 Euros for laboratories not belonging to the OMCL Network. In addition to these costs, delivery charges will be added for each PTS study dispatched. See PTS delivery charges, available on the website <http://www.edqm.eu/en/Proficiency-Testing-Scheme-PTS-96.html>

## AVAILABILITY

About 5 studies in the physico-chemical area and about 4 in the area of biological are organised each year. The approximate dates for each study are set out in the registration form.

There are strict deadlines for registration for PTS studies – please see registration forms for details.

## ORDER HANDLING (including Cancelling or Modifying Your Order)

About 2 weeks before the PTS study begins, we will confirm your registration for the specific study by email. You are kindly asked to inform us if you are no longer able to participate. We will then send you an email confirmation to say we have processed your order for dispatch.

Your order will only be accepted by us when we dispatch the relevant item(s) to you. We will send you a Dispatch Confirmation Email to confirm this. You will then receive an invoice after the goods are shipped. The data recorded by the Council of Europe (EDQM) constitutes the proof of all contractual and financial transactions between the Council of Europe (EDQM) and its customers.

The Council of Europe (EDQM) reserves the right not to register an order for any reason, in particular in connection with problems of supply of goods, problems with the order or unpaid invoices for any EDQM product.

**Blocked Accounts** If your account is blocked due to unpaid invoices, we will be unable to process your order but a note will be placed in your account making reference to any pending orders. Once the account is settled we will process your orders and dispatch the goods.

## CAN I GET A QUOTATION OR PRO FORMA BEFORE ORDERING?

As there are no discounts to these orders, the EDQM therefore feels that quotations are not necessary and so not provided.

The EDQM does not normally request payment in advance and therefore only provides a proforma invoice only if prepayment is exceptionally required (by the EDQM) or to satisfy local regulations.