

How long will it take to receive

reference standards? *(To be read in conjunction with our catalogue). All orders are processed within 1-2 working days following receipt of the order, however, how long it will take for the goods to be delivered depends on the type of shipment. A shipment comprises only the reference substances that can be shipped under the same conditions – see below.*

a) Shipment at ambient temperature

- **France** - we aim to dispatch your order within 1-2 working days after receipt of your order. We expect your order to be delivered (DDU) within 3-7 working days by non-registered post.
- **Outside France** – We aim to dispatch your order within 1-2 working days after receipt of your order by express courier or by airfreight. We expect your order to be delivered within the following timescale:
 - **EU countries** – 1-3 days – DDU
 - **Non-EU countries** – 5-10 working days - DDU (except for India, South America and Africa where our shipment is by airport consignment only).

b) Shipment under ice +5°C: sent in cooled freight containers and by express courier/airfreight

We will ship your order either on Monday or Tuesday of the week following the date of your order. We expect your order to be delivered in the following timescale:

- **EU countries** – 1-3 days – DDU (except for Cyprus, Estonia, Malta and Poland where our shipment is by airport consignment only); and
- **Non-EU countries** – 2-5 working days – CIP (airport consignment only).

c) Shipment under ice -20°C: sent in cooled freight containers and by express courier/airfreight

We will ship your order either on Monday or Tuesday of the week following the date of your order. We expect your order to be delivered in the following timescale:

- **EU countries** – 1-3 days – DDU (except for Cyprus, Estonia, Malta and Poland where our shipment is by airport consignment only); and
- **Non-EU countries** – 2-5 working days – CIP (airport consignment only).

d) Shipment under dry-ice: sent in cooled freight containers (dry-ice) and by express courier/airfreight

We will ship your order Monday of the week following the date of your order. We expect your order to be delivered in the following timescale:

- **EU countries** – 1-3 days; days – DDU (except for Cyprus, Estonia, Malta and Poland where our shipment is by airport consignment only); and
- **Non-EU countries** – 2-5 working days – CIP (airport consignment only)..

e) Hepatitis C virus BRP, B19 virus DNA for NAT: dry ice + dangerous goods

We will ship your order Monday of the week following the date of your order. We expect your order to be delivered in the following timescale:

- **EU countries** – 1-3 days; and
- **Non-EU countries** – 2-5 working days.

(Note: outside France, shipment is by airport consignment.)

f) Dangerous goods

We aim to dispatch your order within 1-2 working days after receipt of your order by specific carrier. We expect your order to be delivered in the following timescale:

- **EU countries** – 1-3 days; and
- **Non-EU countries** – 2-5 working days.

(Note: outside France, shipment is by airport consignment.)

g) Dangerous goods in exempted quantities

We aim to dispatch your order within 1-2 working days after receipt of your order by express courier/airfreight. We expect your order to be delivered in the following timescale:

- **EU countries** – 1-3 days; and
- **Non-EU countries** – 2-5 working days.

(Note: for countries inside the EU (with the exception of Cyprus and Malta), our shipment is on a "door to door" basis. For all other countries (and the exceptions above), our shipment is by airport consignment only.

h) Dangerous goods sent by road

We aim to dispatch your order within 1-2 working days after receipt of your order by specific carrier. We expect your order to be delivered in the following timescale:

- **EU countries** – 1-3 days; and
- **Other European countries** – 5-10 working days.
- **Outside Europe** – Cannot be sent.

i) Precursors (controlled drugs: sent by carrier chosen by EDQM)

Your order will only be dispatched when we have the necessary documentation.

- **EU countries** – we require your completed end user declaration form stating the use(s) of the substance(s) in line with the current European form (see example contained in our catalogue) for dispatch. We aim to dispatch your order within 1-2 working days once this form is provided. The actual delivery should take between 1-3 days (country dependent).
- **Other countries** – we require an export licence from the French Ministry of Health/Industry for dispatch. The EDQM will apply for this licence, but note that the waiting time for applications is **between 4-6 weeks**. It is your responsibility to obtain any necessary documentation to comply with importation laws. When we have all the necessary documentation, we will ship your order by airfreight only. We will contact you again following shipment of your order with the flight details. We aim to dispatch your order within 1-2 working days once this licence arrives at the EDQM. The actual delivery should take between 2-5 working days.

(Note Non-EU, shipment is by airport consignment.)

j) Psychotropic substances

We will not be able to dispatch your order until we have the necessary documentation.

- **France** – we require the appropriate licence to hold such a substance before dispatch, i.e. "autorisation de détention" or "autorisation d'ouverture d'établissement pharmaceutique" provided by AFSSAPS (French Government Agency). We aim to dispatch your order within 1-2 working days once this licence is provided. We expect your order to be delivered (DDU) within 3-7 working days by non-registered post.
- **Other countries** – we require the appropriate export licence for dispatch. The EDQM will apply for the export licence from the French Ministry of Health (this takes about **4 weeks**). When we have all the necessary documentation, we will ship your order by airfreight only. The actual delivery time being:

- **EU countries** – 1-3 days and
- **Non-EU countries** – 2-5 working days.

(Note: outside France, shipment is by airport consignment.)

k) Narcotics

We will not be able to dispatch your order until we have the necessary documentation.

- **France** – we require the appropriate licence to hold such a substance before dispatch, i.e. "autorisation d'acquisition" (for the customer) and "autorisation de cession" (for the EDQM), provided by AFSSAPS (French Government Agency). We aim to dispatch your order within 1-2 working days once these licences arrive at the EDQM. We expect your order to be delivered (DDU) within 1-3 working days by express courier.
- **Other countries** – we require the appropriate export licence for dispatch. The EDQM will apply for the export licence from the French Ministry of Health/Industry (this takes about **4 weeks**). When we have all the necessary documentation, we will ship your order by airfreight only. The actual delivery time being
 - **EU countries** – 1-3 days
 - **Non-EU countries** 2-5 working days

(Note outside France, shipment is by airport consignment.)

l) Shipment of reference spectrum

- **France** - we aim to dispatch your order within 1-2 working days after receipt of your order. We expect your order to be delivered (DDU) within 3-7 working days by non-registered post.
- **Outside France** – We aim to dispatch your order within 1-2 working days after receipt of your order by express courier. We expect your order to be delivered within the following timescale:
 - **EU countries** – 1-3 days – DDU
 - **Non-EU countries** – 5-10 working days – DDU.

