

ORDERING

You can download a demonstration version at <http://combistats.edqm.eu/>. This will allow you to test if the software suits your needs before ordering.

Note: The site uses MathML to display mathematical equations. If your browser does not support MathML you may not be able to correctly view some parts of this site

1. **Internet** Not available by Internet
2. **E-mail:** The relevant registration (Word) form that appears on the specific CombiStats page should be downloaded, filled in and returned (with an official company order form attached if you require) to the Sales Section: to orders@edqm.eu
3. **Fax** : As e-mail but send your orders/registration form for attention of the Sales Section to +33 (0)3 88 41 27 71.
4. **Post:** As e-mail but send your orders/registration forms for the attention of the Sales Section to EDQM - Council of Europe, 7 allée Kastner, CS 30026, 67081 STRASBOURG, FRANCE.

NOTE:

PLEASE DO NOT SEND AN ORDER BY MAIL WHICH YOU HAVE PREVIOUSLY SENT BY ANOTHER METHOD
WE NOT ACCEPT ORDERS BY TELEPHONE

General

Please ensure any order clearly indicates:

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

- your order reference/purchase order reference; and
- the item and quantity you wish to order - including item reference.

PRICE

The licence for CombiStats runs from 01/11 to 31/10 for a single user licence - one licence per PC. The price per licence is €300 – this is irrespective of when you order during the licence period.

Please indicate on the order form how many licences are required.

No discount for multiple purchases is available.

ORDER HANDLING

Pending orders / Order Confirmation

Once we receive your registration form it will normally be processed within 5 working days. We will then send the person who will hold the licence an e-mail with details of the licence number and information on how to register the product. If you do not receive your registration details within 10 working days of sending your order, please contact us via the HelpDesk quoting your Order Reference and date of your order and we will respond to your request.

The Sales become final after the licence number has been confirmed by e-mail from the Sales Section and the invoice issued by post. The data recorded by the Council of Europe (EDQM) constitute 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 with supply of goods, problems with the order or unpaid invoices for any EDQM product.

Queries / Incomplete orders. If we have any queries regarding your order or we need additional documentation to complete your order, we will register your order and then contact you with any queries we have. When replying to us, please use the references given. It will remain in our database for one month.

Blocked Accounts. If your account is blocked, we will be unable to process your order. We will contact you and but a note will be placed in your account making reference to any pending orders. Once the account is settled we will process the outstanding orders.

Lost orders. If you believe we have not processed your order please contact us via the HelpDesk. However, please wait 5 working days before contacting us. Please do not send duplicates of your orders (without clearly mentioning it is a confirmation of an order that has already been sent). Otherwise, it may be processed as a new order and you be financially responsible for any duplicate orders sent.

CANCELLING OR MODIFYING YOUR ORDER

If you need to amend or cancel your order, please send an e-mail immediately (and no later than 12 hours after we have sent details of the order confirmation) to orders@edqm.eu. Please include either:

- our EDQM order reference number (as indicated in our order confirmation) or
- your order reference (as stated in your order) in the subject line of your
- message.

Alternatively, please telephone us on +33 3 88 41 30 30 to ensure that your order is updated before processing and dispatch.

CAN I GET A QUOTATION OR PRO FORMA BEFORE ORDERING?

We do not provide quotations or proforma invoices on request for these areas as there are no discounts or post and packaging costs.