

How to order Reference Standards

(To be read in conjunction with our catalogue).



ORDERING

On the Internet:

EDQM Reference Standards (CRS/BRP):

<http://www.edqm.eu/site/CRS-order-form-697.html>

WHO ISA

<http://www.edqm.eu/en/ISA-Order-700.html>

WHO ICRS

<http://www.edqm.eu/en/ICRS-Order-1389.html>

- 1. By E-mail:** You can send your official, company order form attached to an E-mail to orders@edqm.eu
- 2. By fax :** You can send your official, company order form, to the attention of the Sales Section to +33 (0)3 88 41 27 71
- 3. By post:** You can send your official, company order form to the attention of the Sales Section at the following address:

EDQM -Council of Europe,
7 allée Kastner,
CS 30026,
67081 STRASBOURG
FRANCE

N.B.:

Please do not combine EDQM Reference Standards, ISA and ICRS articles on the same order. A separate order confirmation and invoice will be generated for each type of substance.

Please only send your order once, by your chosen method (Internet, E-mail, fax or post).

We do not accept orders by telephone.

General

Please ensure any order clearly indicates:

- the **invoicing/billing address** including the company name, post code, town, country and telephone number;
- the full **delivery/dispatch address** (if different from the billing/invoicing address). Please note this must be a street address, we cannot deliver to a P.O. Box;
- the **contact person**, including their name, telephone number, fax number and E-mail address: an E-mail address is required for order confirmation and shipping notification purposes;
- the company **V.A.T. registration number** (mandatory within the European Union)

- your **order reference**; and
- the **substance name, catalogue code & quantity** (number of units) for each article you wish to order.

PRICES

For **EDQM Reference Standards**, you can consult our on-line database at the following link: <http://crs.edqm.eu>.

For **ISA**, you can consult our on-line database at the following link:

<http://crs.pheur.org/db/4DCGI/search?vSelectName=4&vContains=1&vtUserName=ISA&OK=Search>.

For **ICRS**, you can consult our on-line database at the following link:

<http://crs.edqm.eu/db/index.icrs.html>.

N.B.:

We do not grant discount for EDQM Reference Standards, ISA or ICRS.

AVAILABILITY

For **EDQM Reference Standards**, you can consult our on-line database at the following link: <http://crs.edqm.eu>. Reference standards are generally available at the time of publication of the related monograph in the European Pharmacopoeia or, at the latest, when the monograph comes into force.

For **ISA**, you can consult our on-line database at the following link:

<http://crs.pheur.org/db/4DCGI/search?vSelectName=4&vContains=1&vtUserName=ISA&OK=Search>.

For **ICRS**, you can consult our on-line database at the following link: <http://crs.edqm.eu/db/index.icrs.html>.

For reference standards in limited supply, our policy is to apply a restriction so that as many customers as possible can receive a small number of units, for example 1 unit per month or 1 unit per quarter. Despite our best efforts, we may exceptionally run out of stock or have a delay with a very recently established reference standard.

Unavailability. If, for any reason, an item is unavailable when you place your order we will put it on back-order and contact you by E-mail as soon as the product becomes available.

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ORDER HANDLING

Order Confirmation: Orders are generally processed within 2-3 working days of receipt. Once processed, you will receive an order confirmation by E-mail. You will then have 24 hours to advise us of any modifications required (by email to orders@edqm.eu). Your order will be prepared for dispatch once we have the correct documentation and licenses. All orders are subject to our Terms and Conditions as set out in our catalogue: <http://www.edqm.eu/medias/fichiers/CRS.pdf>

Your order will only be accepted by us and the legal contract between us formed when we dispatch the goods to you. We will send you a dispatch confirmation E-mail containing tracking details. The invoice is sent by post once the goods have been dispatched.

Queries / Incomplete orders. If we have any queries regarding your order or we need additional documentation /licenses, we will contact you by E-mail. The order will be put on hold and remain in our database for 1 month, after which time, if we have not heard from you, we will cancel it. Please provide the order reference number when replying to any request from us.

Blocked accounts. If your account is blocked, we will be unable to process any new orders or requests for pro-formas or quotations. We will keep them on hold and process them once any overdue invoices have been settled.

Lost orders. If you believe that we have not processed your order, please contact us via the HelpDesk (www.edqm.eu/hd). However, please wait 3 working days from sending your order before contacting us. Please do not send duplicates of your order (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 will be financially responsible.

CANCELLING OR MODIFYING YOUR ORDER

If you need to amend or cancel your order, please send an E-mail immediately (and no later than 24 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 dispatch.

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

The price and availability of all our reference standards can be consulted online (see **PRICES** section above). You can find details of delivery charges at the following link:

http://www.edqm.eu/medias/fichiers/NEW_Reference_Standards_Dispatch_delivery.pdf

If you nevertheless require a quotation or a pro-forma, you can place your request at the following link:

<http://www.edqm.eu/en/CRS-Request-698.html>

Alternatively, you can send your official request, on your company letterhead, by E-mail, to orders@edqm.eu.

We aim to process requests for quotation or pro-forma within 5 working days.