

EDQM Publications Dispatch & Delivery



If you order an item that is currently available (and in stock) delivery will be initiated within 5 working days of receiving your order days of processing the order (except during busy periods including launch of a new publication). Unfortunately, we are not currently able to send e-mails with details of the delivery to enable you to track the parcel. We hope to change this soon.

Your goods will be sent by express delivery. The goods will be sent to the delivery address specified on the order form. We cannot, under any circumstances, deliver to PO boxes.

- EU countries – you should receive your order within 7-9 working days after we processed your order (country dependent)
- Non-EU countries – you should receive your order within 8-10 working days (country dependent)

In the absence of the recipient (or any person able to receive the goods) at the time of delivery, the courier will leave a non-delivery notice at the delivery address specified by the customer; this notice will specify where the package can be found.

Please remember that if you have ordered an item displaying future availability, e.g. January 2008 you should not expect to receive that item until after that time – although you will be invoiced for the goods when you order.

The EDQM has established three geographical dispatch zones for participation in post and packaging costs for the European Pharmacopoeia (books, periodicals and CD-ROMs):

- ZONE 1: EUROPE includes the Member States of the European Pharmacopoeia (Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, the Czech Republic, Denmark, Estonia, Finland, the former Yugoslav Republic of Macedonia, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, Turkey and United Kingdom).
- ZONE 2: Includes other European Countries, United States and Canada
- ZONE 3: The rest of the world

Zone 1

For deliveries to Zone 1 - no additional charges.

Zones 2-3

Participation in post and packaging costs will be charged for every order for books and DVD-ROMs of the 6th Edition of the European Pharmacopoeia, periodicals and proceedings.

Participation costs are calculated based on the weight of the package and the destination. This participation is subject to change at any time without notice and depends on variations in the prices for such services. In summary, the participation costs, per unit ordered, are as follows (see our terms of supply at www.edqm.eu/store).

Currently, the maximum participation costs are currently capped at 3,000 Euros.

Undelivered shipments. If you do not receive the available items within 15 working days and believe your shipment is lost contact us via the HelpDesk and we will exceptionally try to track the parcel for you.

Incoterms: Goods are shipped to the buyer on a DDU (Incoterms 2000) basis, namely, delivered duty unpaid insurance included. The Council of Europe (EDQM & Healthcare) delivers the goods to the buyer not cleared for import and not unloaded by any arriving means of transport.

The buyer is responsible for the cost of import customs clearance, for paying the duties and taxes required in the country of import and for unloading the goods.

In no event, the Council of Europe (EDQM & Healthcare) shall be held responsible for any deterioration of the goods, due to their delayed delivery by the courier.

Regulatory Procedures and SH/NDP (harmonised system – nomenclature for customs clearance of goods) In the event of special requirements in the buyer's country, the buyer shall obtain the import authorisations and resolve any regulatory matters before the goods are ordered and shipped.

The importer shall be personally responsible for the tariff classification in the country of import and will assume the ensuing regulatory, fiscal, health and safety obligations.

The buyer shall be entirely responsible if the goods are held up at customs at the time of import into the buyer's country. In no event shall the Council of Europe (EDQM & Healthcare) be able to provide any assistance.

SH/NDP 000009. The SH/NDP is strictly limited to export operations out of France.

Origin of the goods: Diplomatic, Council of Europe-France.