

How to order EP Publications

(To be read in conjunction with our catalogue).



ORDERING

1. **Internet** 24h/24 at <https://www.edqm.eu/store> (including distributors). We do not require pre-payment when ordering online and prices are 10% cheaper than buying via one of the alternative methods below.
2. **E-mail:** We accept e-mail orders from distributors and customers who order with an official company order form attached. You can send your orders by e-mail to: orders@edqm.eu
3. **Fax** : As e-mail but send your official company order form for the attention of the Sales Section to +33 (0)3 88 41 27 71.
4. **Post:** As e-mail but send your official company order form 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 POST WHICH YOU HAVE PREVIOUSLY SENT BY ANOTHER METHOD.

WE DO NOT ACCEPT ORDERS BY TELEPHONE

General

Please ensure that your order clearly indicates:

- details of the Invoicing/Billing address including name of company, post code, town, country and telephone number
- details of the full Delivery/Dispatch address (if different) 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
- the item and quantity you wish to order - including any catalogue/item reference and language required (where appropriate).

PRICES

Details on prices can be found at the website under each product. You will also find a price list at <https://www.edqm.eu/store/priceliste.php>. There you will find the full catalogue price in blue and the Internet discounted price in the price column.

Distributors may receive a discount to these prices and they should contact us via the HelpDesk to request an online account that will automatically apply the appropriate discount to the online prices.

AVAILABILITY

Details on availability can normally be found at the website under each product. You can even order a new EDQM publication, which is not yet available. However, you will be invoiced as soon as we process your order and our credit terms (payment within 30 days of the date of the invoice) will apply. As soon as the item is published we will send you the publication.

ORDER HANDLING

Pending orders / Order Confirmation

Once we receive your order, it will be registered within 2-3 working days (except during renewal periods). Once your order has been registered, (and if you have provided an e-mail address with your order,) we will e-mail you an order confirmation to confirm that we have received, and are processing, your order.

The Sale becomes final when the invoice is issued by post. 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 goods remain the property of the Council of Europe (EDQM & Healthcare) until the invoice has been paid in full.

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

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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?

You can generate a quotation for all publications via our online Book Store <https://www.edqm.eu/store>.

These quotations are only valid for orders subsequently made via the online store as prices are 10% cheaper online. The EDQM does not provide additional quotations, unless under exceptional circumstances.

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

Requests will be processed within 5 working days.