

Order & shipment deadlines

Orders for publications and reference standards

Processing

Order reception deadline for shipments in 2025: **12 December, 10 a.m. (CET)**¹ – **See exceptions below.**

Past this date, orders will be shipped in 2025 or in 2026, depending on our availability.

Please refer to the estimated shipping date mentioned in the “*Prior to dispatch note*”.

Shipment

Publications

Shipments until 19 December 2025.

Reference standards

Shipments will continue until week 51. Please note that there will not be any shipments during week 52 or the first week of January. If you will not be able to receive or clear your order due to your own closure, **please mention your closure dates clearly in the order.**

Cancellations

Administrative services will be closed from **23 December 2025 until 5 January 2026 at 8 a.m. (CET)**. We will NOT be able to honour any order or shipment cancellations received during this period.

Exceptions



Temperature
controlled
shipments



Standards
classified as
dangerous



Controlled
substances

Order reception deadline
for shipments in 2025:^{1,2}
28 November, 10 a.m. (CET)

1. If we have received all the relevant information/documents, including export documents from our authorities, and/or we have approval from our financial department. Nevertheless, we cannot guarantee any specific shipping date in 2025 or any arrival date since our couriers are third-party contractors.

2. Provided we have found a suitable carrier to deliver to your area.