

Order & Dispatch of EDQM products

All orders are subjected to our [Terms and Conditions](#).

1. ORDERING

You can send your order by:

- o **internet** via the address <https://store.edqm.eu>. For publications, free order handling charges for online orders.
- o **e-mail**: You can send your order on your company letter headed paper as an attachment to orders@edqm.eu.

Please note that we do not accept orders by telephone.

Send your order once, by internet or e-mail. You will be held financially responsible for any duplicates received and processed.

Please ensure your order clearly indicates:

- o **the invoicing address** including the company name, post code, town, country and telephone number. The invoice and the delivery address must be both within the EU or both outside the EU. We cannot accept an invoice address within the EU and a delivery address outside the EU or vice versa;
- o **the full delivery address** (if different). This must be a street address; we cannot deliver to a P.O. Box. Please note that publication issues will be sent to bookseller directly and not to the end user;
- o **the contact person for invoicing and for delivery**, including their name, telephone number, fax number and e-mail address (an e-mail address is required for order confirmation and shipping notification purposes);
- o **the company V.A.T.** registration number (mandatory within the European Union)
- o your **order reference**;
- o the **name, catalogue code & quantity** (in number of sales units for reference standards).

All new customers as well as all customers who have not placed an order for more than 18 months will have to complete an account opening/reactivating form.

Notes concerning reference standards

- o One unit of a reference standard may include several vials/ampoules (see *Sales unit* in our online database <http://crs.edqm.eu>). Please always order in sales units and not in total number of vials.
- o **Although you will receive one order confirmation per order, your order may be split into several shipments depending on the type of substance (CRS/BRP, ISA, ICRS) and dispatching condition (room temperature, ice, dangerous, controlled, etc.). A separate invoice will be generated for each shipment.**
- o **Deliveries of several orders cannot be consolidated**

- o **Deliveries with different dispatching conditions cannot be shipped together.**

Notes concerning publications

Free publications are identified on the [webstore](#) and on [FreePub](#). You shall provide an e-mail address to download a free publication from the Free publications site.

PRICES

Prices are given exclusive of duties and tax. It is your responsibility to contact your national fiscal or customs authorities to pay any duties and taxes due.

REFERENCE STANDARDS

You can consult our online databases:

- o For [CRS/BRP](#)
- o For [ISA](#)
- o For [ICRS](#)

We do not grant any discount on Reference Standards.

Order handling charges

We will charge 2.50€ per sales unit ordered regardless of geographical zone of dispatch or type of product ordered. These handling charges do not apply to reference spectra.

PUBLICATIONS

Details on prices for each product can be found on [our Web Store](#) (click on *Catalogue*).

Booksellers receive a discount to the above prices. This discount is applied automatically to all orders. For online orders, the discount is only applied when you validate. Should this discount be missing, please contact us via our [HelpDesk](#).

Order handling charges

Regardless of geographical zone of dispatch, we will charge 20€ per volume and 60€ per subscription.

These charges do not apply to online orders placed on our [Web Store](#).

AVAILABILITY

REFERENCE STANDARDS

You can consult our online databases:

- o For [CRS/BRP](#). Reference standards are generally available at the time of publication of the related monograph in the European Pharmacopoeia or, at the very latest, when the monograph comes into force.
- o For [ISA](#)
- o For [ICRS](#)

We reserve the right to limit the purchase quantities of a reference standard (i.e. 1 unit every 30/90 days) where stock levels are low so as many purchasers as possible will receive at least some of the limited quantities. Despite our best efforts, we may exceptionally run out of stock or have a

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delay in the availability of a recently established reference standard.

Unavailability

If, for any reason, an item is unavailable when you place your order, we will create a back-order (except for products in limited quantities and some exceptional cases). We will automatically ship any back order that becomes available.

Unavailable items are mentioned on the order confirmation. Their estimated availability date will be shown in the "Estimated availability" column.

PUBLICATIONS

10th Edition publication schedule available [here](#).

All other publications are available unless otherwise indicated on our [webstore](#).

You can order an EDQM publication which is not yet available. However, you will be invoiced as soon as we process your order and our credit terms will apply (payment within 30 days end of the month). As soon as the item is published we will send it to you.

ORDER HANDLING

Order confirmation

Your order is normally registered within 2-3 working days. Once your order has been processed, we will acknowledge it by e-mailing you an order confirmation. The order is then dispatched subject to receiving all necessary documentation and authorisation that may be required.

Queries/Incomplete orders

If we have any queries regarding your order or we need additional documentation to complete your request, we will register your order and then contact you by e-mail or via our order confirmation. Therefore, please carefully read the texts in the comment box and on each article line of the order confirmation. When replying to us, please quote the reference given. The order will remain in our database for one month. However if the EDQM does not receive a reply within one month, it will be cancelled.

Problems linked to customer account

If an account is blocked due to unpaid invoices or if the credit terms are exceeded, no new orders will be processed. Our Accounts Payable Section will contact you in order to solve this issue. Only once the account is settled we will process the outstanding orders.

Lost orders

If within 5 working days you have not received your order confirmation, please contact us via the [HelpDesk](#).

Please do not send duplicates of your orders without clearly mentioning it is a copy/duplicate. Otherwise, it may be processed as a new order and you will be financially responsible for the duplication.

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 the order confirmation) to orders@edqm.eu. Please include in the subject line of your message our EDQM order reference number (as indicated in our order confirmation).

QUOTATION

REFERENCE STANDARDS

You can ask for a quotation via our [webstore](#).

Requests will normally be processed within 5 working days.

PUBLICATIONS

You can generate a quotation for all publications via our [webstore](#).

To benefit from free handling charges (only proposed on the web), quotation issued via the store must be transformed into a formal order from the store itself.

The EDQM does not provide additional quotations, unless under exceptional circumstances.

PROFORMA INVOICE

Proforma invoices are exceptionally issued in the following cases:

- o pre-payment required by the EDQM,
- o requests to satisfy local regulations.

In this last case, please send us your official order and add a note to it to indicate that you need a proforma. If the order should not be dispatched before we receive your green light, please clearly mention it on your order.

INVOICE

Commercial invoices are issued after the shipment of the parcels.

2. DISPATCH

You are 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, shall the EDQM be held responsible for any deterioration of the goods, due to their delayed delivery by the courier.

Only the EDQM has the right to choose the shipping services used to dispatch EDQM items. You will not be able to provide your shipping import account number to pay shipping charges nor pick up the order directly.

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

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

You shall be entirely responsible if the goods are held up at customs at the time of import. In no event shall the EDQM be able to provide any assistance.

The SH/NDP is strictly limited to export operations out of the European Union.

Origin of the goods

Diplomatic, Council of Europe - France.

DELIVERY TIME

Our items are dispatched via FEDEX (deliveries within the EU) and DSV (rest of the world). DSV may subcontract to another shipping company such as DHL/FEDEX/UPS for "door to door" shipments.

REFERENCE STANDARDS

The table on pages 4 and 5 shows our estimated delivery timelines. This timing starts to apply when the order confirmation has been sent.

An estimated shipping date will be mentioned on the *Prior Dispatch Note* sent to you within 48 hours from the order confirmation.

After shipment, the exact dispatch date as well as the tracking number will be mentioned on the *Dispatch notification* which will be sent to you by e-mail. Please note that the AWB will be e-mailed to you separately by our carrier as soon as it becomes available. The AWB cannot be provided in advance.

If in-stock items do not reach you within the timelines shown in the table or if you think your package may be lost, please contact us via the [HelpDesk](#). Please note it is your responsibility to contact us within 30 days from the *Dispatch note* date or eventually from your order date. Past this delay, your complaint will not be considered as valid.

PUBLICATIONS

The items will be sent to the delivery address as specified on the order form. We cannot, under any circumstances, deliver to PO boxes.

If you order an item that is currently available (and in stock), preparation for dispatch will be initiated within 5 working days (with some exceptions) of receiving your order.

Dispatch details will be sent to you by e-mail once your package has been shipped.

If you do not receive the available items within 15 working days and think your package may have been lost, please contact us via the [HelpDesk](#). Please note it is your responsibility to contact us within 30 days from the delivery note or eventually from your order date. Past this delay, your complaint will not be considered as valid.

INCOTERM

REFERENCE STANDARDS

All goods are shipped either DAP, CIP or CPT depending on the destination and item type (see table on page 4 and 5).

PUBLICATIONS

Goods are shipped to the purchaser on a DAP basis, namely, delivered at place insurance included. We deliver the goods to the purchaser not cleared for import and not unloaded by any arriving means of transport.

SPECIAL REQUIREMENTS

REFERENCE STANDARDS

It is your responsibility to check if a special permit is needed in the importing country or if no importation at all is allowed. All necessary documentation has to be provided with the order.

The goods will be sent after reception of all the documents. The dispatch details are going to be forwarded to you by e-mail after dispatch of the goods.

Documents to be provided:

For Precursors (*prec)

- **within the EU**
 - ✓ a duly completed *end-user declaration form* stating the use(s) of the substance(s), in line with the current European form (an example is available [here](#) in the right hand column).
 - ✓ a copy of your licence.
- **other countries**
 - ✓ an original import permit to be sent at the following address:
EDQM - COUNCIL OF EUROPE
Sales Section
7 allée Kastner
F-67000 STRASBOURG, FRANCE

Once we have received the required document, the EDQM will request an *export permit* from the French Ministry for Economy (it will take up to 10 weeks to get this document). It is the responsibility of the customer to obtain any necessary documents to comply with import law.

For Psychotropic substances/narcotics (*psy)

- **France:** a copy of the appropriate licence for holding such substances (*Autorisation de détention* or the *Déclaration d'ouverture d'un établissement pharmaceutique*).
- **Other countries:** an original *import permit* to be sent at the address given above. The EDQM will then request an export permit from the French Ministry of Health (it will take up to 10 weeks to get this document).

For ozone-depleting substances (*ODS)

- **Within the EU**

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- ✓ Any laboratory located in the EU must first inform the EDQM of its valid labODS number. Failing this, the order will not be authorised.
 - **Other countries**
 - ✓ An export licence issued by the European Commission will be requested by the EDQM (validity: 28 days).

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Reference Standards - Dispatch and Delivery

(To be read in conjunction with our catalogue <http://crs.edqm.eu>)



Incoterms per shipping conditions

To know the shipping conditions, please refer to the online catalogue <http://crs.edqm.eu>

DAP: Delivered At Place (Delivered duty unpaid insurance included)

CPT: Carriage Paid to for deliveries with a value lower than 500€

- parcel delivered to the airport to be collected by consignee
- we do not take in charge storage fees / final delivery

CIP: Carriage and Insurance Paid to

- parcel delivered to the airport to be collected by consignee
- we do not take in charge storage fees / final delivery

Shipping conditions	Shipping group	EUROPEAN UNION		OUTSIDE EUROPEAN UNION		Exceptions
		Incoterm	Delivery leadtime (upon receipt of prior dispatch notification)	Incoterm	Delivery leadtime (upon receipt of prior dispatch notification)	
Shipment at ambient temperature	A1A	DAP	6 working days	DAP	7 working days	CPT only Algeria, Argentina, Brazil, Bolivia, Chile, Colombia, Costa Rica, Ecuador, Guyana, Morocco, Mexico, Paraguay, Peru, Uruguay, Venezuela.
						CPT / CIP Cameroun, India, Iran, Ivory Coast, Madagascar, Mali, Mauritius, Russian Federation, Senegal, Sudan, Suriname, Togo, Uganda, Yemen, Zimbabwe
						Syria: No shipments
Shipment under ice (+ 5 °C)	B1A	DAP	Parcels sent on Mondays and Tuesdays only- 6 working days	CIP/CPT	7 working days but depending on flight availability Please provide your preferred airport and customs broker to optimise delivery process.	Paraguay: No dry-ice shipments
Shipment under ice (- 20 °C)	C1A					Papua New Guinea, Yemen, Syria: No shipments
Shipment under dry-ice*	D1A					Switzerland: door-to-door shipments (DAP)
Shipment of Dangerous Goods under ice	B1B	CIP/CPT ¹	Parcels sent on Mondays and Tuesdays only- 6 working days	CIP/CPT ¹	7 working days but depending on flight availability Please provide your preferred airport and customs broker to optimise delivery process.	CPT only: Peru, Algeria, Morocco, Brazil, Argentina, Bolivia, Chile, Colombia, Costa Rica, Ecuador, Guyana, Mexico, Paraguay, Uruguay, Venezuela.
Shipment of Dangerous Goods under dry ice*	D1B					¹ dangerous goods deliveries might be restricted in some countries, if we cannot find a suitable courier you will be informed
Dangerous goods at ambient temperature	A1B	DAP ²	6 working days	CIP/CPT	7 working days	European Union : door-to-door shipments (DAP) as far as possible
						Papua New Guinea, Yemen, Syria, San Marin, Paraguay: No shipments
						² dangerous goods deliveries might be restricted in some countries, if we cannot find a suitable courier you will be informed

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Reference Standards - Dispatch and Delivery

(To be read in conjunction with our catalogue <http://crs.edqm.eu>)

Shipping conditions	Shipping group	EUROPEAN UNION		OUTSIDE EUROPEAN UNION		Exceptions
		Incoterm	Delivery leadtime (upon receipt of prior dispatch notification)	Incoterm	Delivery leadtime (upon receipt of prior dispatch notification)	
						Cyprus, Greece, Malta, Great Britain, Ireland; Lithuania, Latvia, Estonia, Finland, Sweden, airport consignment shipment only Papua New Guinea, Yemen, Syria, San Marin, Paraguay and Uruguay: No shipments
Precursors	A3A C3A	DAP	6 working days	CIP/CPT	Up to 8 weeks upon receipt of your import permit	Syria: shipments cannot be sent
Psychotropic substances and Narcotics	A2A C2A D2A	CIP/CPT ³	6 working days	CIP/CPT	Up to 10 weeks upon receipt of your import permit	³ France: door-to-door shipments (DAP) Syria: No shipments
Reference spectra	L	DAP	6 working days	DAP	7 working days	

*Ice and Dry ice shipments delivered to the airport must be collected asap upon arrival (no re-icing possible)

Incoterms 2020	Packaging	Export customs declaration	Carriage to port of export	Unloading of truck in port of export	Loading on vessel/airplane in port of export	Carriage (Sea/Air) to port of import	Insurance	Unloading in port of import	Loading on truck in port of import	Carriage to place of destination	Import customs clearance	Import duties and taxes
CPT	Seller	Seller	Seller	Seller	Seller	Seller	Buyer	Buyer	Buyer	Buyer	Buyer	Buyer
CIP	Seller	Seller	Seller	Seller	Seller	Seller	Seller	Buyer	Buyer	Buyer	Buyer	Buyer
DAP	Seller	Seller	Seller	Seller	Seller	Seller	Seller/Buyer	Seller	Seller	Seller	Buyer	Buyer