

1. ORDERING

You can send your order by:

- o **Internet**

 - REFERENCE STANDARDS**

 - ✓ [CRS/BRP form](#)
 - ✓ [WHO ISA form](#)
 - ✓ [WHO ICRS form](#)

 - PUBLICATIONS**

 - Via our webstore <https://www.edqm.eu/store>

 - No pre-payment required, free order handling charges for online orders only.

- o **E-mail:** You can send your order on your company letter headed paper as an attachment to orders@edqm.eu
- o **Post:** to the following address
EDQM - Council of Europe,
Sales Section
7 allée Kastner, CS 30026,
67081 STRASBOURG FRANCE

Please note that we do not accept orders by telephone.

Send your order once, by Internet, E-mail or post. 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;
- 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) for each item you wish to order.

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 acknowledgement of receipt 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.**

Notes concerning publications

Free publications are identified on the webstore www.edqm.eu/store and on our [Free Publications site](#). You shall provide an email 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 database:

- o For **CRS/BRP**, at the following link: <http://crs.edqm.eu>.
- o For **ISA**, at the following [link](#).
- o For **ICRS**, at the following [link](#).

We do not grant any discount on Reference Standards.

Order handling charges

We will charge 2.5€ 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 <https://www.edqm.eu/store> (click on *Catalogue*).

Booksellers receive an additional 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

We will charge 9€ per volume (27€ per Ph.Eur subscription) regardless of geographical zone of dispatch. These charges do not apply to online orders placed on our webstore.

AVAILABILITY

REFERENCE STANDARDS

- o For **CRS/BRP**, you can consult our online database on: <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 very latest, when the monograph comes into force.
- o For **ISA**, you can consult our online database [here](#).
- o For **ICRS**, you can consult our online database [here](#).

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 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 acknowledgement of receipt. Their estimated availability date will be shown in the "Estimated availability" column.

PUBLICATIONS

The publication schedule of the Ph.Eur can be found [here](#). All other publications are available unless otherwise indicated on our webstore <https://www.edqm.eu/store>.

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. All orders are subjected to our Terms and Conditions which are available on our website <http://crs.edqm.eu>.

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 email or via our acknowledgement of receipt. Therefore, please carefully read the texts in the comment box and on each article line of the acknowledgement of receipt. 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 acknowledgement of receipt) 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 these links:

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

Requests will normally be processed within 5 working days.

PUBLICATIONS

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

To benefit from free shipping charges (only proposed on the web), quotation issued via the store must be transformed into 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:

- pre-payment required by the EDQM,
- 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.

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.

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.

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

Origin of the goods

Diplomatic, Council of Europe - France.

DELIVERY TIME

REFERENCE STANDARDS

Our items are dispatched via FEDEX (EU except France) and DSV courier service (rest of the world). DSV may subcontract to another shipping company such as DHL/FEDEX/UPS.

The table on page 4 shows our estimated delivery timelines. This timing starts to apply when the acknowledgement of receipt has been sent.

An estimated shipping date will be mentioned on the *Prior Dispatch Note* sent to you within 48 hours from the acknowledgement of receipt. The exact dispatch date will be mentioned on the *Delivery Note* which will be sent to you by email along with the tracking number for your order. Please note that the AWB will be emailed to you separately by our carrier as soon as it becomes available.

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 our helpdesk at the following address www.edqm.eu/hd.

PUBLICATIONS

Our publications are sent by express delivery (FEDEX) except very big quantities which are sent via DSV. 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 of receiving your order (except during busy periods including launch of a new publication).

Dispatch details will be sent to you by email 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 www.edqm.eu/hd.

INCOTERM

REFERENCE STANDARDS

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

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.

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](#)).
 - ✓ 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
67000 Strasbourg - France

Once we have received the required document, the EDQM will request an *export permit* from the French Ministry for Industry (this will take within 4 to 6 weeks). It is the responsibility of the customer to obtain any necessary documents to comply with import law.

Once we have received these documents, your goods will be dispatched.

For Psychotropic substances/narcotics (- psy)

- **France:** a copy of the appropriate licence for holding such substances (*Autorisation de detention* or the *Déclaration d'ouverture d'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 (this will take within 4 to 6 weeks).

Once your goods have been sent, we will send you an e-mail with the dispatch details.



Reference Standards - Dispatch and Delivery

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

Incoterms per shipping condition

DAP: Delivered At Place (Delivered duty unpaid insurance included)
CPT: Carriage Paid to (airport consignment)
CIP: Carriage and Insurance Paid to (airport consignment)
WD: working days

Shipping conditions	Shipping group	European Union		Outside European Union		Exceptions
		Incoter m	Delivery	Incoter m	Delivery	
Shipment at ambient temperature	A1A	DAP	6 WD	DAP ¹	7 WD	¹ for India, Brazil, Argentina, Colombia, Chile, Peru*, Venezuela, Uruguay, Paraguay, Bolivia, Guyana, Surinam, the Russian Federation, Algeria*, Cameroun, Ivory Coast, Kenya, Madagascar, our shipment is by airport consignment only.
Shipment under ice (+ 5 °C)	B1A	DAP	Parcels sent on Mondays & Tuesdays only 6 WD	CIP*	Parcels sent on Mondays & Tuesdays only 7 WD	
Shipment under ice (- 20 °C)	C1A					
Shipment under dry-ice	D1A					
Shipment of Dangerous Goods under ice	B1B	CIP ²	Parcels sent on Mondays & Tuesdays only 6 WD	CIP ^{3*}	Parcels sent on Mondays & Tuesdays only 7 WD	² for France, Luxemburg, our shipment is Door to Door ³ for Paraguay: cannot be sent
Shipment of Dangerous goods under dry ice	D1B					
Dangerous goods at ambient temperature	A1B	DAP ⁴	6 WD	CIP*	7 WD (up to 5 weeks for road shipment)	⁴ for Cyprus, Greece, Malta, Great Britain and Ireland our shipment is by airport consignment only
Precursors	A3A	DAP	After reception of your import documents: 6 WD	CIP*	Up to 8 weeks after reception of your import documents	
Psychotropic substances and Narcotics	A2A	CIP ^{5*}	Up to 8 weeks after reception of your import documents	CIP*	Up to 8 weeks after reception of your import documents	⁵ France - DAP
Reference spectra	L	DAP	6 WD	DAP	7 WD	

*for deliveries with a value lower than 500€ and for all consignments to Peru and to Algeria, shipments are processed CPT.