

# ORDERING INFORMATION

**Please ensure that the following information is included on your purchase orders:**

- Delivery Address
- Invoice Address (if different)
- Product Code
- Full Product Description
- Quotation Number
- VAT Exemption Certificate
- Purchase Order Number (where applicable)

## Standing Orders

Many products included in this product list, particularly blood and serum, may be required on a regular basis. Please call our Customer Service team to set up your order and leave the rest to us. Alterations to standing orders can be made prior to the day of despatch. Additional orders can usually be despatched with standing orders at no extra cost.

## Prices

Our aim is to maintain the prices quoted in this list. However, in the event of raw material increases beyond our control, we reserve the right to charge prices ruling at the time of despatch. Prices shown are exclusive of carriage, handling and VAT.

## Despatch Times

Our aim is to despatch orders as soon as possible. Due to the perishable nature of our products we do not routinely despatch on a Friday.

## Carriage Charges

Orders will be despatched by the quickest and most economical method to ensure the products arrive on time and in optimum condition. Guaranteed next day delivery pre 10am or 12pm can be arranged at additional cost.

## Terms and Conditions

All other conditions are as per our Conditions of Business – please see back page.

## VAT

All items listed in the Product and Price Guide are subject to value added tax at the standard rate. For customers with VAT exemption status please ensure that a VAT Exemption Certificate is presented with your order. Annual exemption can be used; please contact our Customer Service team for details.

## Return of Products

In the event it becomes necessary to return a product please contact our Customer Service team to arrange the method of return. This particularly applies to our range of freeze dried organisms, the packaging of which must be carried out in accordance with national or international shipping regulations. In the unlikely event of a problem with any TCS product or service please ensure that our Customer Service team is notified within 7 days of receipt. Notification outside of this period will delay the remedial process and could result in an invalid claim.

## Handling Charges

**Standing Orders:** For orders with a value of less than £150.00 per delivery (exclusive of VAT and carriage) a handling charge of £5.00 will be applied.

**Once Off Orders:** For orders with a value of less than £150.00 per delivery (exclusive of VAT and carriage) a handling charge of £8.00 will be applied.

**Discounts:** Quantity discounts are available for standing orders or bulk orders – please enquire.