

Ordering EDQM Reference Standards?

For information about how to order, the dispatch of your order and how to pay, please consult our PDF documents available on our [website](#).

- What reference standards does the EDQM supply?
- How can I find out the price, handling, storage, shipping conditions and other information related to EDQM Reference Standards?
- Can I access the "Pharmaceutical Reference Standards Official Catalogue" on-line or receive a copy by post?
- How can I place an order or request a quotation?
- How can I become an official distributor of EDQM Reference Standards?
- Do I need an import licence or do I need to provide any special documentation when ordering EDQM reference standards?
- What kind of permit do I need to order an ozone-depleting substance?
- How can we obtain a reference standard mentioned in Pharmeuropa?
- We used to order a reference standard from the EDQM, but it is no longer in the online catalogue. Can you provide it?
- What quantity of products should I order?
- Do I have to pay duties and taxes when ordering EDQM reference standards?
- Are there any extra charges when ordering EDQM reference standards?
- Can I modify or cancel my order EDQM reference standards order?
- I placed an order for EDQM reference standards, but I have not heard from you.
- The product I have ordered is limited, what does that mean?
- The product I have ordered is out of stock, will it be put on back order?
- Can I get a discount on reference standards?
- What should I do if I see an incorrect price?
- I am a reseller. Will you send reference materials directly to my customers?
- I sent a question to sales@edqm.eu but I have not received a reply.
- How can I make a complaint about an EDQM reference standards order?
- My question about ordering the EDQM reference standards is not in the FAQs - how can I contact the EDQM?