

Why have I only received part of my order of EDQM reference standards?



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Answer:

As different products have different shipping conditions, it is not always possible to ship the entire order in the same package. For example, items requiring special packaging (ice, dry ice), dangerous goods and controlled substances will be shipped separately from other products. If this is the case, you will receive a Prior to dispatch note for each shipment type, which will specify what products should arrive in the same delivery.

Please note that the order confirmation will also inform you if your order will be split into separate shipments (see the "Shipments summary" part on the order confirmation).

In addition, while the EDQM will do everything possible to ensure all orders are dispatched in their entirety, if quantities of EDQM reference standards are limited, the EDQM will try to dispatch orders in such a way that as many customers as possible will receive at least part of their requested quantity. If this is the case, it will be noted on your order confirmation.