

Can I return EDQM reference standards?



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Answer:

In all cases, please contact the EDQM before shipping any product back to us.

Within the EU: the EDQM does not accept return of controlled substances, dangerous goods, products shipped at controlled temperature or products with an assigned value.

Outside the EU: the EDQM does not accept the return of any EDQM reference standards.

Should you refuse a delivery, please contact us immediately, explaining the reason why.

If the EDQM reference standard cannot be returned and the EDQM is not responsible for the defect, the value of the invoice will still be owed to the EDQM.