

I placed an order for EDQM reference standards, but I have not heard from you.



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Answer:

An order confirmation will usually be sent to you by email within 2-3 working days, though it may take slightly longer to receive the confirmation during certain periods (such as at the beginning of the year due to our annual closure). If you believe your order has not been processed you can contact us via the [EDQM HelpDesk](#). Do not forward us any confirmation emails or resend your order. You will be financially responsible for any duplicate orders that are processed as new orders.

For information on how to use the EDQM HelpDesk, please see the [HelpDesk User Manual](#).