

EDQM reference standards

General information on EDQM reference standards

- What is the intended use of EDQM reference standards?
- Certificate of analysis
- How can I find out the expiry date of an EDQM reference standard?
- Where can I find the content assigned to a reference standard used in an assay?
- What is the meaning of "Unit Quantity"?
- How are sub-batches obtained and labelled?
- Does the EDQM provide safety data sheets (SDSs) for the standards it supplies ?
- Why is the safety data sheet/statement (SDS) missing from the online Ph. Eur. reference standards database?
- Could you please explain if drying conditions are required?
- How is the unit quantity in a container calculated?
- What are the storage conditions for EDQM reference standards?
- How can I obtain the impurities listed in a monograph?
- Can I use an in-house standard instead of a Ph. Eur. CRS?
- How can I find a typical chromatogram of an EDQM reference standards?
- My question about the purpose and use of an EDQM reference standard is not in the FAQs - how can I contact the EDQM?

Ordering EDQM Reference Standards?

- 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 Pharmedropa?
- 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?

Shipment of EDQM reference standards orders

- Can I track my order of EDQM reference standards?
- I think my package has been lost. What should I do?
- Why have I only received part of my order of EDQM reference standards?
- Will my order of EDQM reference standards be delivered to my office?
- Where can I find the documents I need to proceed with customs duties?
- Can I return EDQM reference standards?
- The parcel is damaged and the vials inside are broken. What should I do?
- My question about the shipment of an EDQM reference standards is not in the FAQs - how can I contact the EDQM?

Biological reference preparations (BRP)

Establishment of chemical reference standards (CRS)

- How can I find out the purity of a Ph. Eur. CRS?
- What is the water/solvent content of a Ph. Eur. CRS?
- Should Ph. Eur. CRSs be dried before use?
- Why are wavenumbers not stated on the reference spectrum?
- Where can I find advice on how to establish in-house standards, secondary standards and/or working standards?
- Additional information not provided in the leaflet accompanying a reference standard
- My question about the establishment of an EDQM reference standard is not in the FAQs - how can I contact the EDQM?