

The ICRS I have ordered is out of stock, how will my order be managed?



You are here:

[EDQM FAQs](#) / [EDQM FAQs in English](#) / [PRODUCTS AND SERVICES \(Publications, Reference standards, CombiStats\)](#) / [WHO International Chemical Reference Substances \(ICRS\)](#) / The ICRS I have ordered is out of stock, how will my order be managed?

Answer:

All orders received are registered in our system. If an item is out of stock, we will put the item on back order.

If the item becomes available within 6 months following receipt of your order, the item will automatically be sent to you.

If the item is not back in stock by the end of this period, the order will be cancelled and unfortunately you will not receive a notification if the item becomes available again. You will therefore have to send us a new order if you still wish to purchase it.

The release of ICRS is announced in the [EDQM newsletter](#) and in the dedicated reference standard monthly newsletter.