



## **NIBSC Sale Ordering FAQs (May 2019)**

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## **1. PRODUCTS**

### **1.1. How can I find products?**

The easiest way to find a product is to type a key word, product code or words into the search box at the top right-hand corner of every web page. If you wish, you can then filter the results by clicking on 'Products' to show product results only. Similarly, 'Instructions for Use' will show only IFU results and 'Centre for AIDS Reagents' will show results from that product range.

Alternatively you can go to the [Biological Materials Product Catalogue](#) and select a sub-category of products to see what is available in a particular field.

### **1.2. What are working standards?**

Users are expected to calibrate their own in-house reference materials from the standards obtained from NIBSC. However, for some frequently used standards, 'working standards' have been prepared at NIBSC and these can be used as direct in-house reference materials.

### **1.3. What is the expiry date of WHO and other biological reference materials?**

It is the policy of WHO not to assign an expiry date to their international reference materials. They remain valid with the assigned potency and status until withdrawn or amended.

NIBSC follows the policy of WHO with respect to its reference materials. Users who have data supporting any deterioration in the characteristics of any reference preparation are encouraged to contact NIBSC.

For further information contact [standards@nibsc.org](mailto:standards@nibsc.org)

### **1.4. Where can I find IFUs / data sheets?**

IFUs / data sheets can be found on our website. Navigate to the relevant Product Detail page via the Product Catalogue or search box. Then click on the link under the product description. Or use the search box and then filter for Instructions For Use.

### **1.5. Can I receive a Certificate of Analysis for the Lot Number of the product supplied?**

NIBSC does not issue Certificates of Analysis. The relevant information is included in the product IFU. Most products do not have lot numbers as each product code is unique.

### **1.6. Are IFU's for CE marked products available in languages other than English?**

All IFU's are available in English. Translations into other languages are available where there is sufficient demand.

## **2. ORDERING**

### **2.1. Can I place orders electronically or on-line?**

Yes, all order should be placed on-line

[https://www.nibsc.org/products/ordering/place\\_an\\_order.aspx](https://www.nibsc.org/products/ordering/place_an_order.aspx)

Online orders are processed automatically so you will normally receive a Sales Order Number within an hour. They will be checked and processed first on each working day so you should receive your products more quickly, subject to authorisation and destination.

If you wish to place an order electronically via your local purchasing system, e.g. ARIBA, please contact [standards@nibsc.org](mailto:standards@nibsc.org) and we will do our best to set up a suitable system.

### **2.2. What is the contact point for queries and correspondence?**

Phone: +44 (0) 1707 641467

Email: [standards@nibsc.org](mailto:standards@nibsc.org)

**Please do not send orders or enquiries to personal or any other e-mail addresses as this may delay your order.**

**Please note: We do not accept telephone orders.**

For other general enquiries to the Institute please use the following contact points;

Fax: +44 (0) 1707 641050

Telephone +44 (0) 1707 641000

Email: [enquiries@nibsc.org](mailto:enquiries@nibsc.org)

### **2.3. Does NIBSC supply to organisations other than the end user?**

It is WHO policy to supply biological standards directly to the end-user.

NIBSC supports this policy and, in general, does not supply distributors. However, if you prefer to order through a distributor or an importer, please ensure the order includes a letter or traceable e-mail from the end-user stating they are aware that material can be obtained direct from NIBSC and of the NIBSC handling charge but prefer to obtain the material via the distributor.

## **3. SHIPPING**

### **3.1. How are the materials dispatched and how much does this cost?**

NIBSC products are shipped by courier by road and air; prices can be found here:

[https://nibsc.org/products/ordering/price\\_list.aspx](https://nibsc.org/products/ordering/price_list.aspx)

Infectious materials, and all materials shipped on dry-ice, are classified as 'Dangerous Goods'. Dispatch is either by courier or airfreight depending on country. It is the responsibility of the customer to check local requirements.

### **3.2. Customs paperwork**

It is the responsibility of the customer to obtain all necessary import permits/licenses needed to accompany the dispatch and to keep NIBSC apprised of any changes in legislation. These permits should be sent to NIBSC at the time of ordering. In addition, any special instructions, such as using a particular broker to clear your consignment at customs, should be included. This should avoid infectious or temperature-sensitive materials becoming delayed in your local customs.

If you choose to use your own broker, then NIBSC liability will cease when the goods are handed over to that broker. You will be responsible for all charges and ensuring that correct storage conditions are maintained if there are any delays.

In addition to the handling charge, there may be additional charges for:

- Certified packaging that must be used with infectious materials
- Shipping charges which will depend on destination and mode of transport.
- Specific, customer related documentation e.g. certificates of origin

If necessary, please ask for a quotation.

### **3.3. The standards that I have received are labelled 'store at -20°C'. Why are they not dispatched at this temperature?**

Most standards are freeze-dried so that the biological material is locked into a stable matrix, which enables these preparations to be shipped at ambient temperatures without a detrimental effect on activity.

For long term preservation of the biological properties of these materials, most preparations are stored at NIBSC at -20°C. If you intend storing the reagents for any time, then we recommend that you store them at the storage temperature specified in the IFU.

### **3.4. Can you supply a tracking number?**

If a delivery contact email address is provided with your order, we will let you know when your order is shipped and the tracking number for all shipments sent by courier or freight agent will be sent automatically to you.

**3.5. Can I use my own courier and courier account number?**

NIBSC can book the following couriers using your account number: FedEx, DHL, UPS, TNT.

If you wish to use a different courier, you must supply courier name, courier contact details and account number. A member of Dispatch will contact the courier directly to arrange shipment.

Please ensure that your account is authorised for dangerous goods shipments if you are ordering any infectious products or require shipment over dry ice.

If you are using your own carrier than **all liability will pass from NIBSC to you on collection of the shipment.**

**3.6. Can I use my own customs broker to clear the shipment?**

You may use your own agent or broker to clear a shipment provided you make this clear at the time of order – please provide Sales staff with broker name and their contact details.

If you request the package to be handed over to your local clearing agent or customs broker, then we will deliver to that organisation. All NIBSC liability then ends. Onward shipment to your address is then your responsibility to arrange.

If you ask for the shipment to be handed over to your local agent at the port of entry, then it is the local agent's responsibility to re-ice.

**3.7. Can shipments be sent door to door?**

NIBSC ships door to door to the delivery address and contact person specified with your order unless you have specified a broker as in 3.6

If you require delivery to a specific room or person and not to reception/stores in your building, please highlight this in your order instructions. Couriers will tend to leave goods in the specified building and rely on local staff to deliver to the recipient.

If you request the package to be handed over to your local clearing agent or customs broker, then we will deliver to that organisation. All NIBSC liability then ends. Onward shipment to your address is then your responsibility to arrange.

**3.8. Are dry ice shipments re-iced if delayed?**

NIBSC endeavors to ensure plenty of dry ice is included with shipments. We also include a simple freeze/thaw indicator with instructions to show if the shipment has thawed in transit. If a shipment is delayed our couriers are instructed to re-ice as necessary but for some destinations re-icing may not be possible.

Where a customer has asked for the shipment to be handed over to their local agent at the port of entry, then it is the local agent's responsibility to re-ice.

Packages are clearly marked with the international label for dry ice or store at 2-8°C when shipped over ice packs.

**3.9. Can dry ice shipments be shipped on a Monday to allow time for customs clearance by Friday?**

NIBSC normally ships dry ice packages on Mondays, however products are shipped to some destinations on different days to ensure the best transit times based on previous experiences.

**3.10. Are documents placed on the outside of the package?**

NIBSC routinely attaches a dispatch note, commercial (shipping) invoice, and any permits to the outside of the package in a clear plastic adhesive envelope. These are used by the shipping agent and customs to progress the shipment.

**3.11. Can NIBSC provide more guidance on goods clearance, customs, and shipping requirements for each country?**

Unfortunately, NIBSC ships to over 80 countries whose regulations are very different and change frequently. Customers are responsible for contacting their local customs department to confirm the

requirements for their own country.

**3.12. Can NIBSC documentation be improved to speed up customs clearance?**

NIBSC uses internationally recognised format in customs documentation. If you have a particular requirement or additional information that will help clearance then please contact [standards@nibsc.org](mailto:standards@nibsc.org)

**3.13. Can my package be marked with the lot number/catalogue number?**

This information is included in the shipping documents on the outside of all packages.

**3.14. Can my package have the contact person details on the outside of the package?**

Packages are marked with the contact details provided by customers.

Problems arise where the order is not raised by the end user but by the purchasing department. If your orders are placed by a Purchasing team then please ensure the end-user is clearly identified. We will then include this on the address label.

**3.15. Why do I have to pay taxes or duty on my shipment?**

Countries will charge local taxes and duty based on the value of the goods. This is the customer's responsibility to pay promptly to avoid delays.

Even when a shipment is being sent free of charge, there is a legal requirement for NIBSC staff to declare the product value for customs based on the WTO / HMRC rules. Customers are the legal importers of these products and it is their responsibility to ensure that their country specific tax rules are obeyed.

**4. PAYMENT**

**4.1. How can I pay for my order?**

**All transactions must be made in GBP. We cannot accept payment in any other currencies.**

Payments can be made by credit card, using the link on our website which links to a secure RBS WorldPay Server <https://www.nibsc.org/MakeAPayment/OrderPayNow.aspx>

You must include your Sales Invoice Number to ensure the payment is allocated to the correct account/order where the Sales Invoice is issued once the order has been dispatched.

Payment can also be made by bank transfer, using the bank details shown on the Sales Invoice.

If the status of your account requires that payment be received before products can be dispatched, then a Proforma Invoice will be issued. Payment can be made using either of the methods referred to above. Please ensure that the Proforma Invoice number is included with the payment.

**IMPORTANT:** Please do not make any payment against a quotation.

**4.2. Do National Control Laboratories (NCL) pay charges?**

International Standards - NCLs are not required to pay the handling charge on the first 5 units requested from 01-Apr-2019 onwards. There is a limit of 5 units of each IS per year. NIBSC reserves the right to charge the full handling fee for units ordered above 5 per International Standard.

Influenza antigen and antiserum standards - NCLs are not required to pay the handling fee.

Panels - these have a product code distinct from the component standards - NCLs are not required to pay the handling charge on the first panel of each WHO standard requested from 01-Apr-2019 onwards

However, NCLs in a 'developing country' do not pay handling charges on the first 5 units ordered each year from 01-Apr-2019

NCLs in 'developed countries' do not pay handling charges on the first 5 units ordered from 01-Apr-2019 for the lifetime of the account.

The definition of a 'developing country' is taken from the classification used by the Economic Analysis & Policy Division of the United Nations.

## **5. Complaints**

### **5.1. What do I do if there is a problem with my shipment?**

Please contact [standards@nibsc.org](mailto:standards@nibsc.org) as soon as you discover the problem. You will be informed when the goods are dispatched so please contact us immediately if they do not arrive as expected.

Please check your order carefully on receipt as we cannot take responsibility for missing, incorrect, or broken items if we are not informed in writing within 7 days of receipt. Please check the package carefully for missing items as there may be several smaller packages within the shipping container.

### **5.2. How do I make a complaint / give feedback?**

All complaints are investigated by NIBSC and should be emailed to [standards@nibsc.org](mailto:standards@nibsc.org)