InvivoGen - Ordering Information, Shipping condition

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Ordering Information

INVIVOGEN
Corporate Headquarters
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San Diego, California 92121
USA
Toll-free: 888 457 5873
Fax: 858 457 5843
Email: sales@invivogen.com

INVIVOGEN EUROPE
European Headquarters
5, rue Jean Rodier
F-31400 Toulouse
France
Tel: +33 (0)5 62 71 69 39
Fax: +33 (0)5 62 71 69 30
Email: orders@invivogen.fr

You could order online, by telephone, fax or e-mail.

For telephone, fax and e-mail orders, please include the following information:

1. Institution or customer account number
2. Shipping address
3. Billing address  Warning: Orders must be delivered and invoiced in the same country
4. Purchase order number
5. Name of end user
6. Telephone of end user
7. Name of purchasing agent
8. Quantity, catalog code, and the description of the product
9. For Visa or MasterCard orders, please provide card type, name on the card, account number and expiration date.

Ordering 24 Hours a Day
Orders to be shipped within the United States can be placed at www.invivogen.com, by fax or e-mail 24 hours a day. InvivoGen customer service representatives are available to take phone orders from 8:30 am to 5:00 pm Pacific Time Monday through Friday.

Pricing and Terms
We reserve the right to delete or change specifications, including price, at any time without notice. For the most up-to-date pricing information for any product, please visit www.invivogen.com.

http://www.invivogen.com/orders.php

4/23/2014
Customer Service, or contact your local distributor. Payment terms are net 30 days in US dollars. Written price quotes are firm for purchase orders received within 30 days.

Changes or Cancellations
Orders for InvivoGen catalog items may be cancelled at no charge provided that we receive notice before the order is shipped. Cancellations after the order is shipped are subject to a 20% restocking fee. Additions to an order after processing and shipping may be subject to additional freight and ice charges.

Returns
All product returns must have prior authorization and approval. Contact our customer service or technical service department for a return authorization number. Return authorization numbers are valid for 30 days from issuance. Items that are authorized for return must arrive at InvivoGen Corporation in resalable condition to be eligible for a product credit. A restocking charge of 20% will be charged on returns that are through no error or fault of InvivoGen Corporation and shipping charges will not be credited. Products may not be returned for credit after 20 days of receipt of material.

Warranty
InvivoGen warrants that the products sold will meet our specifications at the time of delivery. InvivoGen’s sole liability shall be limited to, at our option, replacement of material(s) that does not meet our specification or refund of the purchase price. By acceptance of the product, Buyer indemnifies and holds InvivoGen harmless against, and assumes all liability for any direct, incidental, special or consequential loss, damage or expense directly or indirectly arising from the use of the product, even if InvivoGen knew of the possibility of such loss, damage or expense.

Shipping
Product is shipped C.I.F. from InvivoGen, San Diego, CA. Domestic orders are shipped 2-3 day express by our designated carrier. Orders can be expedited to overnight service for an additional fee.
FedEx shipping in the US is $20 for a second day delivery and $40 for overnight for shipments sent at room temperature.
European orders are shipped from our affiliate in France, InvivoGen Europe via DHL for a cost of 15 € within France and via FedEx for 25 € within Europe. Please include Value Added Tax (VAT) registration number when placing the order.
Please inquire for all other destinations. For non-U.S. orders, other charges such as import duties and value added taxes may apply.

Dry ice charges may apply.

Shipping days are Monday through Friday.

Terms & Conditions

Disclaimer
Our products are provided for research purpose only. Commercial applications may require licensing from third parties.

Prices

http://www.invivogen.com/orders.php

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Written price quotes are firm for purchase orders received within 30 days. Prices are subject to change without notice.

Payment Terms
Payment terms are net 30 days from the invoice date. Pre-payments may be required for initial orders with completion of credit application.

For European orders placed with our affiliate in France, payment terms are upon receipt of the invoice.

InvivoGen does not require a minimum order quantity.

Warranty
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MUSC/MUHA

* APPROVED AS TO FORM *
By: __________
Date: 4-28-13

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