

To place an order:

Orders may be placed by completing the order form available on our web site www.ipsogen.com

The order form can be returned by:

e-mail (orders@ipsogen.com); fax +33(0)4 91 29 30 99; mail (IPSOGEN, Luminy Biotech Entreprises, Case 923, 163 Avenue de Luminy, 13288 Marseille cedex 9)

For US and Canadian customers:

The order form can be returned by:

e-mail (orders-us@ipsogen.com); fax +1 (203) 285-6173; mail (IPSOGEN, Inc, 300 George Street, Suite 315 New Haven Connecticut 06511 USA)

Please specify the following when placing an order:

Name of institution or company

Telephone, fax and email address

Contact person

Delivery address for the goods

Invoice address (if different from delivery address)

Purchase order number

Catalogue number and description of product(s)

Quantity required

VAT Number for European countries

Pricing and Payment Terms

Payment terms range from prepayment to net 30 days from date of invoicing. Prices are subject to changes without preliminary notice.

Shipping Policy

Ipsogen reserves the right to select the packaging and shipping method which will ensure the stability of the product and efficient shipment tracking. Shipping and handling costs are prepaid F.O.B. Marseille, France or New Haven, Connecticut (for US and Canadian customers) and added to each invoice.

Returned Goods Policy

Ipsogen will not accept returned products without the prior authorisation of the Quality Assurance Department. Complete complaint form must accompany all authorised returned goods. This form can be downloaded at www.ipsogen.com.

Ipsogen declines any responsibility for any misuse of the product or disrespect of the protocols provided in the Instructions for Use document delivered with the product for its use and storage.

Ipsogen's QA department reserves the right to refuse complaints transmitted more than one month after product delivery.