



SENDING YOUR ORDER

Step #1: Prepare your order using your company's purchase order or a formal USP price quote from Customer Service.

- In all correspondence, refer to your purchase order number, your USP customer number, and/or your USP price quote number.
- Purchase order numbers are required for all credit term orders.

Step #2: Give USP the delivery contact name and telephone number.

- A recipient name and telephone number are required for all orders.
- Providing a contact will expedite communication of problems or issues with your order, especially internationally, and will increase delivery speed.

Step #3: Use an approved payment method.

• Credit Cards

USP accepts Visa, MasterCard and American Express— for your security, please **DO NOT EMAIL** credit card information. Credit card information can be entered securely by placing your order through USP's online store [USP Store](#), or you can call +1-301-881-0666 or 800-227- 8772 to provide your credit card information to a Customer Service Representative.

• Credit terms with USP

USP will extend a provisional credit limit equivalent to US\$3,000, without requiring a credit application, to all eligible customers upon request. For requests above US\$3,000, please apply for credit terms by completing USP's credit application [Credit Application](#) and contacting our Credit Department at credit@usp.org or calling +1301-881-0666, ext. 8323.

Step #4: Send USP your order quickly and securely.

• USP Store at www.usp.org

As soon as you click the "Place Order" button, we have it, and you will get an immediate confirmation by email.

- Email Customer Service at custsvc@usp.org
 - Telephone +1-301-881-0666,
 - 1-800-227-8772 (U.S. and Canada)
- A Customer Service Representative will take your order Monday–Friday, 4:30 a.m.–5:00 p.m. EST.*
- Fax to +1-301-816-8148.
- USP will confirm your order within two business days by email or phone.*

- **Mail orders* to:** 7135 English Muffin Way,
Frederick, MD 21704

** USP does not recommend ordering by mail when you require fast processing.*

TERMS AND CONDITIONS

All sales are subject to USP's Terms and Conditions of Sale.

REFERENCE STANDARDS QUANTITY DISCOUNT POLICY

USP's current quantity discount policy offers:

5% discount to Customers in the United States and Canada on quantities of 15 or more Reference Standards when purchased through the USP Store only.

5% discount on quantities of ten or more of the same Reference Standard purchased through the USP Store only (Excluding United States and Canada).

Discounts cannot be combined and do not apply to Reference Standards purchased for resale, including USP Distributors, and do not apply if the order is placed by phone, fax, mail or email. Our customer service department will be pleased to assist you in creating a USP Store account and to provide a brief tutorial on the advantages of using the USP Store.

PROBLEMS, CONCERNS, SCIENTIFIC SUPPORT

USP has a well-trained staff for order and product support.

Order Issues, Concerns or Suggestions

USP Customer Service and USP Store Support Phone:

+1-301-881-0666,

1-800-227-8772 (U.S. and Canada)

Fax: +1-301-816-8148

Email: custsvc@usp.org

Scientific Support

Reference Standards

Lisa Corbin, Technical Services Manager

Email: rstech@usp.org

USP Monographs

Brian Gilbert, Technical Services Manager

Email: stdsmonographs@usp.org

NF Monographs

Robert Lafaver, Technical Services

Manager nfmonographs@usp.org

International Controlled Substance Team

Email: icsdsvc@usp.org

Phone: +1-301-881-0666

Toll free: 1-(800) 227-8772 (US and Canada)

Online Product Technical Support

Jean Gallagher, Customer Technical Support Spec III

Phone: +1-301-816-8291

Email: support@usp.org



SHIPPING

- USP does not ship any products to post office boxes. Please include a street address or your order will not be delivered.
- International customers are responsible for paying all customs duties, taxes, and tariffs levied for importation of USP products.
- Customers can request rush order handling for an additional US\$75.00 charge (restrictions apply).
- Customers can choose their own carrier preference by giving USP their DHL, (international shipments only), UPS or FedEx account number, for eligible items.
- USP will select the most appropriate carrier and least expensive method to ensure expedited delivery. Surcharges may apply.

SHIPPING CARRIERS

USP uses FedEx as its default carrier because we have negotiated favorable shipping rates with FedEx, which we pass on to our customers. However, we use alternative carriers for locations to which there is no FedEx service.

Default shipping rates for FedEx on RS orders

Zone	Standard Ambient	Dry Ice or Gel Pack
Europe/Russia	\$101.00	\$139.00
Asia-Pacific	\$101.00	\$139.00
India	\$106.00	\$390.00
Middle East/Africa	\$157.00	\$206.00
Mexico/Central and South America/Caribbean	\$118.00	\$206.00
Canada	\$73.00	\$112.00
U.S. and Puerto Rico	\$51.00	\$67.00

If you would like a specific item not listed as requiring Cold Ship section of the catalog to be shipped on Gel Pack or Dry Ice, freight charges for Gel Pack and Dry Ice above will apply.

PREFERRED CARRIERS FOR DANGEROUS GOODS

Reference Standards that have been classified as dangerous goods have specific requirements for shipping.

Dangerous Goods Default Shipper: (Excepted Quantities and Full Blown)

All dangerous goods shipments will default to the Preferred carriers based on availability, cost and service provided. Any country that USP cannot move Dangerous Goods shipments by FedEx, DHL, or UPS will default to be transported via the Freight Forwarder for Air Freight/Door to Airport service.

Please note: For all international shipments requiring transport via Air Freight/Door to Airport, a \$325 freight surcharge applies.

Area	Dangerous Goods
Europe/Russia	\$118.00
Asia-Pacific	\$118.00
India*	\$390.00
Middle East/Africa	\$174.00
Mexico/Central and South America/Caribbean	\$140.00
Canada	\$89.00
U.S. and Puerto Rico	\$62.00

* All Dangerous Good shipments to India will be shipped Air Freight/Door to Airport at a cost of \$390.00 per shipment.

For all other countries that cannot accept Dangerous Goods via FedEx or DHL, the required shipping method is Air Freight/Door to Airport. To determine if you should use this shipping method, please contact USP Customer Service at +1-301-881-0666.

INTERNATIONAL COLD CHAIN SHIPMENTS

USP has identified several items for cold shipment that will require the cold chain to be maintained internationally.

Items that USP has determined must remain frozen will be charged an additional fee based on the region (see table below). If you would like to use this service for other items, please contact USP Customer Service.



Default shipping rates for World Courier (WC) and FedEx Custom Critical (FECC) on International Cold Chain RS order

Area	Cold Chain Shipment Freight Charges
Europe/Russia-WC	\$2000.00
Asia-Pacific/China/India-WC	\$2080.00
Middle East/Africa-WC	\$2050.00
Mexico/Central and South America-WC	\$2050.00
Canada, Europe, Asia Pacific - FECC	\$512.00

USP Publication Shipments

Item:	US Domestic	Canada	Europe	All other International
USP/NF (English)	\$69.00	\$106.00	\$308.00	\$308.00
USP/NF (Spanish)	\$69.00	\$106.00	\$308.00	\$308.00
USP/NF Flash Drives	\$42.00	\$63.00	\$175.00	\$175.00
Chinese Pharmacopeia	\$52.00	\$79.00	\$184.00	\$158.00
Dictionary (USAN)	\$21.00	\$32.00	\$90.00	\$90.00
Food Chemicals Codex	\$43.00	\$84.00	\$215.00	\$215.00
Dietary Supplements Compendium	\$41.00	\$58.00		
USP/NF	\$16.00	\$23.00	\$66.00	\$66.00
English Supplement	\$20.00	\$29.00	\$79.00	\$79.00
Spanish Supplement	\$18.00	\$27.00	\$72.00	\$72.00
Single Flash Drive	\$15.00	\$22.00	\$61.00	\$61.00

SPECIAL INSTRUCTIONS FOR INTERNATIONAL CUSTOMERS

- **Ordering direct from USP or an Authorized Distributor is the fastest method to get results:** Using product resellers, such as book or chemical supply houses, can add up to eight weeks to your order fulfillment time. Typically, USP processes orders for all our customers within two business days. USP cannot control how long a reseller keeps your order before giving it to USP for processing or how long it holds the product before passing it along to you.
- **Apply for credit terms with USP:** Having credit terms allows you to place orders using your company purchase order and pay once you get USP's invoice. See "Sending Your Order – Step #3 for details.
- **Please use an authorized credit card:** USP accepts Visa, Master Card and American Express. **DO NOT send checks or wire transfers for prepaid orders.** See "Sending Your Order – Step #3 for details.
- **Get an official USP price quote before ordering:** Having an official USP price quote allows you to arrange payment with the security of knowing the price will not change for 30 days.
- **Customs clearance:** USP does not offer customs clearance services. We suggest that you arrange for a customs broker to facilitate clearance or allow FedEx to clear customs for you. Customs clearance is often the longest part of your product delivery time. Customers are responsible for paying all customs duties, taxes or tariffs levied for bringing USP products into their country.
- **Language:** USP has a diverse workforce. If you have trouble communicating in English, please ask your Customer Service Representative to find a USP employee who speaks your language. USP Customer Service has English, Spanish, German, Italian, Arabic, French, Mandarin Chinese, Hindi, Urdu, Bangla, Punjabi, Hungarian, Greek and Korean language speakers on staff.
- **Problems or issues:** USP has regional account managers who can support your product inquiries, technical questions or general information needs in addition to those listed above.



**CONTROLLED SUBSTANCE ORDERS—
ITEMS REGULATED BY THE U.S. DRUG
ENFORCEMENT ADMINISTRATION (DEA)—
LIST OF CONTROLLED SUBSTANCES
INCLUDED IN USP REFERENCE STANDARDS
CATALOG**

**DEA REQUIREMENTS FOR ORDERS SHIPPED WITHIN
THE UNITED STATES**

Listed Chemicals

- Orders in writing
- Copy of customer's current DEA registration or letter on company letterhead stating the intended use of the list chemical for each order placed

DEA Schedules I and II

- Orders in writing
- Copy of customer's current DEA registration on file with USP
- DEA form 222, properly completed

DEA Schedules III, IV, and V

- Copy of customer's current DEA registration on file with USP
- Orders in writing

**DEA REQUIREMENTS FOR ORDERS SHIPPED
OUTSIDE THE UNITED STATES**

*To facilitate efficient and correct ordering, please contact
USP International Controlled Substance Team at:*

Email: icsdsvc@usp.org

Phone: +1-301-881-0666

Toll free: 1-(800) 227-8772 (US and Canada)

Listed Chemicals/ DEA Schedules I, II, III, IV, and V

- Orders in writing
- Import permit or letter of no objection valid for at least three (3) months
- Justification of End-Use and No-Re-Export Statement issued & signed by the End User, printed on End User company letterhead
- English translation for all documents which are not written in English

General Information

• Fees

- *Add US\$25.00 to all unit prices for all DEA controlled substances and listed chemicals shipped outside the United States.*
- *DEA controlled substances and listed chemicals are shipped outside of the United States by AIR FREIGHT/DOOR TO AIRPORT or FEDEX*
- *Please consult page 2 for international freight charges.*

• Special Handling

- *Special handling fees may be charged by USP to obtain certificates or documents required by foreign countries in order to import USP Reference Materials. These fees are in addition to the cost imposed by the foreign authority to obtain the certificate(s).*
- *The special handling fee is US\$25.00 per certificate. Please address any questions to USP International Controlled Substance Team at:
Email: icsdsvc@usp.org
Phone: +1-301-881-0666
Toll free: 1-(800) 227-8772 (US and Canada)*

- **USP cannot ship controlled substances or list chemicals outside the United States without proper authorization from the DEA.**