



Purchasing:

All sales are final and cannot be returned or refunded. If you require a proforma invoice that includes true value for customs, please contact orders@aocs.org. Full payment is required by all purchasers before products will be shipped.

Shipping:

To avoid delivery delays, seizure, clearance and third party intervention: It is the customer's responsibility to know the rules and regulations of their country and operate within those guidelines to secure delivery of ordered products. Email all required government paperwork (i.e. import permits, phytosanitary certificates) that must be included with the shipment to orders@aocs.org immediately after placing your order. Any additional charges incurred from these requirements will be borne by the recipient.

All CRM orders containing temperature sensitive samples (BASF & Bayer DNA CRMs) will be shipped only on Monday and Tuesday (and Wednesday within USA). All orders containing only powder samples will be shipped Monday-Friday.

The tariff code for certified reference materials is 3822.00.6000