

Purchasing:

All sales are final and cannot be returned or refunded. Full payment is required by all purchasers before products will be shipped.

All AOCS invoices are true value.

- Payment can be made via credit card in your online account or by bank wire transfer details provided on the proforma invoice. Contact orders@aocs.org for invoicing questions.
- Proforma invoices are valid for 45-days. After this time, the proforma will be cancelled.
- **For International customers, customs clearance will be handled by you, the purchaser.** All import fees, taxes or customs clearance fees, are the responsibility of the purchaser. You will want to request any documents needed prior to making the payment to ensure that those reach you before the order ships out.
- **All AOCS orders are 100% pre-payment required.** Orders ship once payment is received in full.
- Shipment Incoterm: DAP
- CRM orders which contain temperature sensitive **DNA samples ONLY ship out** on Mondays and Tuesdays each week.

Tariff code for CRMs: 3822.90.0000

Tariff code for QRMs or LPP samples: 3822.00.0090

Shipping:

The email address on file for the account will receive the courier tracking email notifications to track the arrival of the order.

International customers

To avoid delivery delays, seizure, or customs clearance issues:

- 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.
- **EORI number is required for countries in the European Union, Norway and Switzerland.** Please email your EORI number to orders@aocs.org.
- Email all required government paperwork (i.e. import permits, phytosanitary certificates) that must be included with the shipment to orders@aocs.org **before placing your order** to confirm all necessary documents can be provided prior to the order payment reaching us and the products ship out.

Any additional charges incurred from these requirements will be borne by the recipient.

Contacts

Technical Services: technical@aocs.org

Orders Questions: orders@aocs.org