

AOCS Purchasing & Shipping Policy

Technical Services Products

1. Order Confirmations/Proforma Invoices & Purchase Orders

Order Confirmations/Proforma Invoices

AOCS order confirmations with an outstanding balance are valid for five (5) business days from the issue date. To keep the order active, AOCS must receive a valid purchase order within that five (5) business-day period. If the purchase order is not received on time, AOCS may cancel the order and release the related inventory without further notice. Any new order request will be subject to current pricing and product availability.

Purchase Orders and Requirements

Upon receipt of a valid purchase order, we will hold the requested inventory for 15 business days. If full payment is not received within 15 business days of PO receipt, the hold will be released, and inventory will be made available to other customers without further notice. AOCS accepts purchase orders for inventory reservation purposes. Receipt of a purchase order does not constitute:

- Acceptance of credit terms or approval of payment terms
- Confirmation of shipment
- An extension of credit by AOCS

To facilitate prompt processing, purchase orders should include:

- Organization name, billing address, and shipping address
- Purchase order number and issue date
- Itemized list of products and quantities
- Total purchase amount
- Authorized approval or signature
- Billing and remittance contact information

Incomplete or inaccurate purchase orders may delay processing and inventory reservation.

2. Payment

Prepayment Requirement

Payment must be received before any order is processed and shipped. AOCS does not offer net payment terms or open credit accounts. A purchase order (PO) is not considered payment.

Accepted Payment Methods

AOCS accepts the following payment methods in USD only:

- ACH Transfer
- Wire Transfer (details provided on the proforma invoice)
- Check drawn on a U.S. bank
- Credit card (American Express, Visa, Mastercard, Discover) — payable through your AOCS online account

3. Returns and Refunds

Returns & Refunds

All sales are final. Returns and refunds are not permitted, including orders containing reference material or shipments that are abandoned or refused.

4. Shipping

Shipping Terms

Incoterm	DAP — Any additional charges from customs or import requirements are borne by the recipient.
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Tariff Codes	CRMs: 3822.90.0000 QRM's / LPP Samples: 3822.00.0090
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Tracking Notifications

Tracking notifications are sent to the email address on file via UPS (pkginfo@ups.com). Please confirm that these emails are not filtered to junk/spam. To add an additional notification email, contact orders@aocs.org.

DNA CRM Samples

DNA CRM samples ship on Monday or Tuesday each week after payment is received.

5. International Orders

Taxes & Duties

- Import duties, taxes, and customs clearance are the purchaser's responsibility.
- AOCS is based in the United States and does not charge VAT, GST, or similar indirect taxes. If your country requires a tax ID for importing goods, please provide it with your order.
- Buyers are responsible for complying with all applicable local tax laws, including self-assessment and payment of VAT/GST or import duties.
- It is the customer's responsibility to understand and comply with their country's import regulations to ensure delivery.

Required Documentation

- Request any required documentation before payment to ensure it can be sent at the time of shipment.
- Email all required government documents (import permits, phytosanitary certificates, etc.) to orders@aocs.org before placing your order.

EU, Norway & Switzerland Customers

An EORI number is required before shipment for customers in the EU, Norway, and Switzerland. Please email your EORI number to orders@aocs.org prior to placing your order.

6. Questions?

Technical Products – technical@aocs.org | Orders and Invoicing – orders@aocs.org; +1 217-693-4815

We appreciate your business and look forward to serving you.