

# Ordering information

To place an order or for customer service, please contact your local distributor (see [www.bioreba.com](http://www.bioreba.com)) or our office:

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**BIOREBA AG**  
Christoph Merian-Ring 7  
CH-4153 Reinach BL 1  
Switzerland

Phone: +41 61 712 11 25  
Fax: +41 61 712 11 17  
admin@bioreba.ch  
www.bioreba.com

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## Orders

Orders are accepted by phone, mail, e-mail, fax, or by online form.

Please specify always:

- article number, description, size and quantity
- delivery address and clear shipping instructions
- address for invoicing
- contact name and title
- phone, fax and e-mail address
- VAT- and EORI number, if available

## Terms and Pricing

Prices are according to the price list of your local distributor. We may ask for prepayment against proforma invoice for direct shipments. Payment against letter of credit or cash against documents is also possible. We also accept VISA- and Mastercard. In any case, bank charges must be paid by the customer.

Our prices are ex works Reinach/Switzerland, excluding VAT. Shipping and handling costs are not included. We prepay freight charges and add them to the invoice. For orders less than € 350.- net, we add a surcharge of € 30.-. All our prices are subject to change without notice.

## Shipping Information

We ship via TNT, FedEx, DHL, UPS or best means to assure quick and secure delivery. Products are shipped at ambient temperature or on dry ice. For long term storage please refer to the instructions given on the products and/or individual kit components. If you have special shipping requirements, please give us clear instructions. If permission to handle our products is required by local authorities, it is the responsibility of the customer to obtain such a permit.

## Warranty and Liability

BIOREBA AG products are guaranteed to meet the specifications described on the product datasheet and product information that is added to each shipment. No further warranties are given. If you have any questions about specification or performance, please contact our administration (admin@bioreba.ch).

Our PCR and ELISA products are for laboratory use only. AgriStrip products are for laboratory-, field-, and greenhouse use. All products are not to be used for human or animal applications. Should a product fail for reasons other than inappropriate handling or misuse, BIOREBA AG will replace the product free of charge or refund the purchase price.

BIOREBA AG shall not be liable for any direct or indirect, special or consequential damages of any kind resulting from the use of our products.

## Returns

Please notify us about any damage, loss or failure to meet product specifications within 72 hours after receipt of the goods. If a product fails to perform as expected, when used according to standard procedures, then please contact your distributor or our administration (admin@bioreba.ch). All returns must be authorized prior to returning material.