



PLACING YOUR ORDER/REQUESTING A QUOTE

Visit the new [USP Store](#) to sign in or register

- If you are a new customer, please create a new business and USP Store account by registering as a new customer. Once you have submitted your registration request, an activation email will be sent to your email address for validation to complete the process.
- If you are an existing customer and do not have a USP Store account, please register as a new business user under your existing company name and account number. Please check your email for activation instructions to complete validation process. Your registration request will need to be approved by your company administrator.
- If you are an existing customer with an active USP Store account, you can log in with your valid Email ID and Password.
- Click the blue question mark “?” on the USP Store page and use our interactive step-by-step walkthrough guides to enhance your experience and to support you with access & account or product & ordering related questions.
- Check your spam folder if you have trouble receiving your activation email or contact USP Customer Service for [Login Support/Issues](#).
- To learn more about the platform, visit us [here](#).

Place your order or process an official USP price quote quickly and securely through the [USP Store](#)

- Browse our products and online catalog with confidence with improved navigation and enhanced search features.
- Review inventory, items details, current lot information and certificates before order checkout or creating a quote.
- A recipient name, valid telephone number and email address are required for all orders and quotes including online publications/subscriptions. Providing contact details mentioned above will expedite communication while processing your request.
- Provide your PO number, upload required documentation, access processing forms all in one place for even better visibility and transparency to your account activities.
- Once you submitted your order or quote request, you can conveniently check status, view holds, shipping and tracking information, download quotes, certificates and invoices as well as pay your bill within the system.

ACCEPTABLE PAYMENT METHODS

- **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 or modified at any time securely on the USP Store under the manage your account section.
- **Credit terms with USP**
USP will extend a provisional credit limit equivalent to US \$10,000, without requiring a credit application, to all eligible customers upon request. For requests above US \$10,000, please apply for credit terms by completing USP's credit application [Credit Application](#) and contacting our Credit Department at credit@usp.org or calling 1-240-221-4760.

TERMS AND CONDITIONS

All sales are subject to USP's [Terms and Conditions of Sale](#).

DISCOUNTS AND PROMOTIONS

Take advantage of online discounts when you order directly from USP via the [USP Store](#). To learn more please visit our [Discounts & Promotions](#) page to see how you can buy and save today!

USP CUSTOMER SERVICE AND SCIENTIFIC SUPPORT

Have a question, need support? We are here to help. Let's connect.

- [Contact Us](#)
- Phone: +1-301-881-0666 or 1-800-227-8772 (U.S. and Canada)
- Fax to +1-301-816-8148
- Mailing address: 7135 English Muffin Way, Frederick, MD 21704, USA
- **USP Customer Service Representatives will be available to assist you Monday through Friday, 4:30 a.m.–5:00 p.m. EST**
- To help us resolve your inquiry faster, reference your existing Case number, PO, quotation number or USP Customer Account number



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 for Domestic shipments only (restrictions apply). The rush request can only be placed via the telephone with a Customer Service Representative and before 3:00 pm EST.
- 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 the 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 (e.g., DHL, UPS, Air Freight/Door to Airport) for locations to which there is no FedEx service. Rate for this service include Standard Ambient, Dry Ice, or Gel Pack shipments

Default shipping rates for FedEx on RS orders

Zone	Shipping Rate
Europe/Russia, Asia-Pacific, India *, Middle East/Africa, Mexico/Central and South America/Caribbean	\$100.00
U.S., Puerto Rico, and Canada	\$35.00

*India Dangerous Goods and Dry Ice shipments will default to our Air Freight/Door to Airport service.

PREFERRED CARRIERS FOR DANGEROUS GOODS

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

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

All dangerous goods and dry ice shipments will default to the Preferred carriers based on availability, cost and service provided.

Any country that USP cannot move Dangerous Goods or dry ice shipments by FedEx, DHL, or UPS will default to be transported via Air Freight/Door to Airport service.

Please note: All international shipments that do not default to FedEx, DHL or UPS, will require transport via Air Freight/Door to Airport service, the shipping charge will be \$475.00

Zone	Dangerous Goods
Europe/Russia, Asia-Pacific, India, Middle East/Africa, Mexico/Central and South America/Caribbean	\$100.00
U.S., Puerto Rico, and Canada	\$35.00



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 Marken and FedEx Custom Critical (FECC) on International Cold Chain RS order

Zone	Cold Chain Shipment Freight Charges
Europe/Russia-Marken	\$1800.00
Asia-Pacific/China/India-Marken	\$1800.00
Middle East/Africa-Marken	\$1800.00
Mexico/Central and South America-Marken	\$1800.00
Canada, Europe, Asia Pacific - FECC	\$375.00

USP Publication Shipments

Item:	US Domestic	Canada	Europe	All other International
USP Publications Book or Flash Drives *	35.00	\$35.00	\$100.00	\$100.00

* More than 2 units of Publication orders will require assistance from Customer Service to determine the shipping rate.

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.
- Please use an authorized credit card:** USP accepts Visa, MasterCard and American Express. **DO NOT send checks or wire transfers for prepaid orders.**
- 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, 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. [Click here](#) to view USP Account Management Team.



ORDERING US DEA REGULATED ITEMS:

Controlled Substances and List Chemicals are Reference Standard items regulated by THE U.S. DRUG ENFORCEMENT ADMINISTRATION (DEA).

REQUIREMENTS FOR CONTROLLED SUBSTANCE AND LIST CHEMICAL ORDERS SHIPPED WITHIN THE UNITED STATES

List Chemicals

- Copy of customer's valid DEA registration or letter on company letterhead stating the intended use of the list chemical for each order placed.

DEA Schedules I and II

- Copy of customer's valid DEA registration on file with USP
- DEA form 222, properly completed and mailed to USP

DEA Schedules III, IV, and V

- Copy of customer's valid DEA registration on file with USP

REQUIREMENTS FOR CONTROLLED SUBSTANCE AND LIST CHEMICAL ORDERS SHIPPED OUTSIDE THE UNITED STATES

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

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

Additional Information

- *There is an additional fee of US\$25.00 to each unit price of USP DEA controlled substance and list chemical reference standard shipping outside of the United States.*
- *US DEA regulated items are shipped outside of The United States by AIR FREIGHT/DOOR TO AIRPORT or FedEx Air (door to door) Service. Please check which USP shipping method complies with importing regulations in your country*
- *To learn more on the requirements please download [Ordering Instruction for exporting USP DEA Controlled Substance and List I Chemical Reference Standards Guide](#)*
- *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 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.*

• USP can only ship Controlled Substances and List Chemicals outside of The United States with approval to export from the U.S. DRUG ENFORCEMENT ADMINISTRATION (DEA)