



Consolidated Fulfillment Service: FREQUENTLY ASKED QUESTIONS

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GENERAL

What is USP's Consolidated Fulfillment Service?

USP's Consolidated Fulfillment Service ("Fulfillment Service") utilizes a third-party logistics provider to ship and deliver your USP Store orders directly to your doorstep. The service manages the end-to-end shipping process, including the customs process and international duties and taxes. Customers that reside in and are shipping to EU27 countries and Thailand will have the ability to select this service on the USP Store during checkout on eligible products. This service will be available for most Reference Standards (RSs) with some exceptions (outlined below).

Which European countries qualify for the Consolidated Fulfillment Service?

This service is only available in EU27 countries: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czechia, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain and Sweden.

Why choose USP's Fulfillment Service?

The goal of the Fulfillment Service is to create a seamless, simple, and more convenient process for customers. Customers will have reduced importation costs, and, in some cases, no importation costs at all.

Where is USP's Fulfillment Service available?

Right now the service is only available to customers who reside in and are shipping to EU27 and Thailand.

When will USP's Fulfillment Service be available in my region?

USP is considering expanding this service in the future and will provide updates as they become available.

If I already have an established relationship with a USP Authorized Distributor or order direct from USP and clear my own shipment, do I have to select USP's Fulfillment Service?

You are not required to select USP's Fulfillment Service, but we encourage you to try it. USP's Fulfillment Service provides a seamless and convenient purchasing process with reduced importation costs, and, in some cases, no importation costs at all.



Are Authorized Distributors and Resellers eligible for USP's Consolidated Fulfillment Service?

No, Authorized Distributors and Resellers are not eligible for the Consolidated Fulfillment Service.

What types of products are eligible for the Fulfillment Service?

This service will be available for most USP Reference Standards. This service **will not** be available for products that are cold shipments, Reference Standards for US DEA controlled substances, Reference Standards that require a Dangerous Goods Declaration, dry ice and gel pack shipments, international cold chain shipments, shipments that require special import/export approval or permits, or publications.

Are there any order minimums?

There are no minimum orders to qualify for this service.

Are there any discounts available to customers who use this service?

Large volume discounts may be available. Please visit www.usp.org/discounts for a list of current promotions.

How do I select USP's Fulfillment Service for my order?

If your order qualifies for the service, please follow the prompts on the USP Store to select this service when placing your order.

Is this service available if I placed my order through the Customer Service team?

No, the service is only available through the USP Store and not through Customer Service.

If a USP Store cart has products that are ineligible for the Fulfillment Service, will the eligible products in the cart still be available for the service?

The default shipping method is selected according to the item in the cart and country it is being shipped to. Multiple shipping methods are not available at USP at this time.

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For products that are ineligible for the Fulfillment Service, customers will have to place a separate order.

If a product that is eligible for the Fulfillment Service goes on backorder, will the product still be eligible for the service?

If the item is available within 30 days, it will automatically ship with the Fulfillment Service at the next available shipment date. If the items become available after 30 days, USP will first send you a Notice of Availability (NOA) to determine if you would still like the items shipped to you. If we do not receive your confirmation to the NOA within 45 days of receiving the notification, the items will be cancelled from your order.

SHIPPING & TRACKING ORDERS

Is there a fee for the Fulfillment Service?

Currently, there is **no additional cost** to select this service for the EU27 countries and Thailand. Qualified shipments will potentially reduce taxes and clearance issues for customers.

What is the turnaround time for orders shipped through the Fulfillment Service?

The average lead time for USP's Fulfillment Service is approximately 7-10 business days **from the time an order is received, processed, and shipped from USP**. The Fulfillment Service orders will be processed **once a week** to take advantage of consolidated shipping services. The weekly cutoff time to place orders with USP to be included in the Fulfillment Service for that week is **3pm EST on Wednesday**.

How will products be packaged for shipment?

Each order will be individually packaged and then consolidated in one container as required for shipment, based on its destination. (e.g., you place five orders, which will be consolidated for shipment to the region, then delivered individually to your doorstep from our Fulfillment Service Provider). In the EU, FedEx will deliver each order as it is packed (each order is packed individually). In Thailand, there is the possibility that the current Fulfillment Service Provider for the region (Bangkok Chemart) could consolidate individual orders to deliver to you.



What if my package is damaged in shipping?

For any damaged products, customers will be provided a credit for the USP Store. These situations will be handled through USP Customer Service. To connect with the USP Customer Service team, please call 1-800-227-8772 or reach out [online here](#).

Is there a shipping guarantee?

There is no change in the USP shipping guarantee. While delivery times may change due to the consolidation, each shipment will be packaged as required for transportation.

Will I still be able to track my order and manage the status through USP's Fulfillment Service?

For orders to the EU, you can track your order using the tracking information provided with your confirmation email. Tracking to Thailand will be available once the shipment arrives in Thailand and is provided by our regional service partner. While you may receive updates directly from your Fulfillment Service Provider, for any questions related to your order or shipment, **please contact USP directly rather than contacting the Service Provider.**

Will there be any changes to invoicing or payment options?

Invoices will continue to be sent from USP and there will be no changes to payment options. **Providing an accurate VAT number to USP is critical for effective processing of payments and other financial transactions.**

INTERNATIONAL DUTIES, TAXES, AND VAT

Who is responsible for international duties, taxes, and VAT for orders fulfilled through USP's Fulfillment Service?

USP pays the duties for qualified shipments. VAT taxes may potentially be reclaimed as the shipment will show as originating in the EU or in Thailand.



How do I get reimbursed for any VAT tax that I have to pay through USP's Fulfillment Service?

To get reimbursed for any VAT Tax, customers will have to contact their accounting or finance departments directly. USP will not facilitate the VAT tax reimbursement process.

Are there any fees in addition to the cost of my order and general shipping costs?

No other fees will be associated with this service at this time. VAT tax can potentially be reclaimed through your company's accounting practices.

RETURNS

How are order returns handled? USP's current Terms & Conditions state that all sales are final. Does this change with Fulfillment Service orders?

Orders that utilize the USP's Fulfillment Service are still eligible for returns. Return orders must be processed directly through Customer Service. If you have an eligible return, Customer Service will provide store credit for the return that you may use at your discretion.

To connect with the USP Customer Service team, please call 1-800-227-8772 or reach out [online here](#).