

Ordering your goods

Using this catalogue

Durbin's product range has been sub-divided into 9 easy-to-find sections (listed on the cover). At the start of each section, you will find a list of sub-categories. If you are not sure where to find a particular product, please use the General Index or the Pharmaceuticals Index at the back of the catalogue.

Once you find your products, please note the Durbin order code, the unit/pack sizes available and, where relevant, the minimum order quantities. Durbin is regrettably unable to break-down the unit/pack or minimum order quantities listed to meet smaller requirements.

Due to administrative costs, Durbin cannot accept orders from customers with a total value below £100/US\$200. If you require items not listed in the Durbin catalogue, we will in most cases be in a position to source these products competitively for you as well.

In some areas of this catalogue the letters P.O.A appear instead of a price. This means prices will be quoted on application – please ask us.

Ordering from Durbin

What do we need to know from you?

To make ordering from Durbin as simple as possible, we require some basic information to help us provide the most effective and responsive service to your needs. Please provide the following information with your order:

Your Durbin account number

If you already have one, this can help to speed up the processing of your request. N.B. Account numbers have not changed for former ECHO customers.

Who is ordering the goods, who is paying for them and who should they be consigned to?

In many cases the answers to these three questions may well be different. Please give us clear contact names and details (full address, telephone, fax and e-mail) for all of the parties concerned. This will ensure that we are able to send the relevant information and documentation to everyone.

Do you have any special packing or other requirements?

High quality packing (including cool-stow and some hazard packing) is already included as standard in Durbin's prices. However, you may have some specific requests - for example, you may want to limit the size of boxes going to destinations where no lifting equipment is available. It is important that you let us know at the earliest possible moment of any such requirements, and we will do our best to comply. In some cases there may be a small charge to help us cover the additional cost.

Freighting requirements:

If Durbin is freighting your goods for you, do you have any particular requirement as to how the goods are freighted (e.g. air or sea, courier or parcel post)? Also, do you want us to quote for insurance or not? If you have a preference, please let us know at the earliest possible moment. The absence of such information can lead to delays in dispatching products. If in doubt, please contact Durbin's freight department for advice.

Deadlines:

In a genuine emergency, Durbin is able to process and dispatch orders very quickly (within 24 hours if items are in stock). For all other cases customers are requested to give us as much notice as possible in order to assist us with planning our work-flow. The average turn-around for orders is between 2-4 weeks from confirmation - this may sometimes take longer for non-stock items. If you have a deadline you need to meet with a particular order, please let us know at the earliest possible moment, and we will do what we can to help.

Details of the goods you wish to order:

Where possible, please give the relevant Durbin codes (to avoid confusion), the number of units/packs required and a brief description of the goods. Remember that prices quoted in the catalogue are ex-works (they exclude any freight and insurance costs). If you would like us to quote you a price including freight and insurance we will be happy to do so. Note: when ordering electrical goods, please state the voltage and frequency (Hz) of the power supply from which the equipment is to operate.

What is your preferred method of payment?

Durbin accepts payment in Pounds Sterling (UK£, GBP), US Dollars (US\$, USD) and Euros and will be happy to quote prices in any of these currencies. For payment options please see the 'How to Pay' section.

On receipt of your order, Durbin will send you an 'Order Acknowledgement'. Please check that we have interpreted your requirements correctly. If incorrect, you must advise us immediately as Durbin cannot accept liability for costs incurred through cancellation or variation of items specifically purchased on your behalf.

Quotations:

Durbin is happy to supply written quotations for products and freighting on request. Please inform us if you require a quotation by a particular deadline. Otherwise, quotation requests are normally processed within 2-4 weeks.

Payment terms and prices

New customers are usually required to pay for orders in advance of dispatch from Durbin. However, this does not normally apply to Governments or major International Organisations (at Durbin's discretion). Once a customer is established with Durbin, credit limits and 30-day payment will normally apply.

For large volume purchases, lower transaction costs for Durbin may allow us to pass savings on to customers in the form of lower unit prices. We will be happy to supply details on request.

Durbin is equally interested in setting up long-term partnerships with customers, which may include regular standing orders for goods or other similar arrangements. We are happy to discuss preferential terms and pricing with customers who would like to put such an arrangement in place.

How to pay**Cash or Cheques**

UK£ and Euros. Other hard currencies by prior agreement. All cheques must be drawn at a UK bank. Products are dispatched once cheques have cleared.

Credit Cards

Visa, Mastercard, Access and Eurocard (drawn on a UK£ account). A bank surcharge of 3% will be added to any credit card payments. Regrettably we cannot presently accept AMEX cards or credit card payments in other currencies.

Bank Transfers

Please pay to 'Durbin PLC'; c/o
Barclays Bank
Harrow & Ruislip Area
355 Station Road
Harrow HA1 2AN
SWIFT CODE: BARCGB22

UK£ payments:

Account	00023825
Branch Code	20-37-32
IBAN code	GB74BARC2037320002382

US\$ payments:	Account	53086099
	Branch Code	20-37-32
	IBAN code	GB43BARC20373253086099

Euro payments	Account	66781299
	Branch Code	20-37-32
	IBAN code	GB45BARC20373266781299

Important Please make sure that your company name and any reference (such as invoice or sales order number or deposit) appears on all transfers so that we can identify your account. Please e-mail your remittance to AccountsReceivable@durbin.co.uk

Letter of Credit Payment by Letter of Credit will normally only be acceptable where the value of the order exceeds UK£10,000 (US\$20,000). A surcharge of £400 will be added to any payments by L/C below this value in order to cover Bank transaction costs. In all cases customers should contact our sales team on +44 (0) 20 8660 2220 before opening a Letter of Credit for instructions concerning the exact wording and terms. Failure to comply may result in the Letter of Credit being rejected.

Packaging and freighting

Our experienced freight team can arrange all aspects of documentation and freighting of goods to any destination at very competitive prices. Please let us know your requirements and we will be happy to provide you with an appropriate quote. However, whether we are handling the freight for you, or you are doing it yourselves, there are a number of things you need to know:

Packaging

Prices quoted by Durbin will include a high quality of standard export packing (including most cool stow and hazard packing) suitable for the majority of situations. However, some specialist packing (e.g. to air-freight hazard products or where dry-ice packing is required), and particular customer packing requirements may incur an additional charge. These extra costs will be made clear to you as soon as possible.

Freighting of special goods

Hazards

Hazard items (indicated in the catalogue) are classed as dangerous for transportation and require special packing and documentation. Hazard items can never be sent by post or courier, or carried in baggage on an aircraft.

Import licence required

Controlled drugs in many cases require a licence to be issued by the relevant authorities in the recipient country before they can be imported. Durbin must receive the import licence – to enable us to apply for an export licence from the British government - before we can dispatch such goods. Copies of licences by fax are useful in order to help us get the process moving, but please note that the authorities in the UK require us to present original documents before goods can be exported.

Temperature sensitive products

Heat sensitive drugs and diagnostic products may lose their potency or undergo a change in physical structure when exposed to temperatures higher than that recommended by Manufacturer. Durbin stores heat sensitive products in a cold room in accordance with the manufacturer's recommendations, between 2-8°C. **Customers collecting and/or arranging their own transport of temperature sensitive items should give consideration to the storage, packing and dispatching of these products after receipt from Durbin.**

Temperature sensitive items are indicated in our catalogue and in Order Acknowledgements as follows.

Rating	Temperature sensitivity	Packing requirements	Freighting requirements
*	Less heat sensitive Store at 2-15°C (occasionally 2-8°C)	No special packing in transit or airpost	Dispatch by airfreight
**	Heat sensitive item Carry/Store at 2-15°C	Price includes thermal packing in transit	Dispatch by airfreight or air courier
***	Very heat sensitive item Carry/Store at 2-8°C	Price includes thermal packing and ice packs in transit	Dispatch by airfreight only
****	Carry/Store at 0°C	Requires dry ice packing in transit at additional charge	Dispatch by airfreight only

If Durbin arranges the overseas dispatch of **, *** or **** temperature sensitive items, our freight department will pre-advise the consignee and request confirmation that goods will be collected promptly on the proposed flight. **Durbin stores and dispatches temperature sensitive products with care to ensure that they arrive at the destination in a good condition. It is essential that consignees collect the shipment on time and store appropriately.**

Freighting options

Small consignments can normally be sent by post or courier service (except for Hazards and very heat sensitive items), and will usually be insured for you by Durbin unless you advise us otherwise.

Where larger consignments are concerned, whether travelling by road, ship or air there are a number of freight options you can choose from. The table below summarizes some of them, each with different implications for where Durbin's responsibility for the goods stops and yours starts. Choosing the right freighting option can be confusing, so please feel free to ask us for advice.

Type	Meaning	Description
FCA	Free Carrier	Durbin arranges to deliver goods to your freight forwarder (at a named destination in UK/EU). You and your freight forwarder take full responsibility for the goods from there.
FOB	Free on Board	Durbin arranges to load your goods onto a ship/aircraft to a stated destination. You take full responsibility for the goods from that point forward (i.e. Durbin is not responsible for loss or damage once the goods have been loaded, or for customs clearance at the other end).

Type	Meaning	Description
CFR	Cost & Freight	Durbin arranges for the freighting of goods to a named port/airport. You take full responsibility for the goods from the moment they are unloaded from the ship/aircraft. It is recommended that you insure the goods.
CIF	Cost, Insurance	This option is similar to the one above, except that Durbin & Freight arranges insurance on your behalf against loss or damage to the goods in transit.
CPT	Freight &	Durbin arranges freighting of the goods to you directly to Carriage Paid the agreed destination. It is recommended that you insure the goods, as Durbin cannot be held liable for loss or damage in transit.
CIP	Freight, Carriage & Insurance Paid	This is the same as CPT plus appropriate insurance on your behalf against damage or loss of the goods in transit.

Import licensing & pre-shipment inspection

Some countries operate a system of import licensing and may additionally require any shipments of goods over a certain value to be inspected and certified prior to dispatch. Such requirements vary between countries, and charitable donations are sometimes exempted. Customers in the recipient country should check current procedures with their local Customs Department. Where a pre-shipment inspection is required, the consignee will generally have to fill in an import declaration form and lodge it with the inspection body designated by the Government in the recipient country. The inspection itself can then take place at Durbin. Please bear in mind that pre-shipment inspections can take time, but failure to comply where these are needed may result in your goods being impounded by Customs on arrival in the destination country.

Value added tax

British and European regulations on value added tax (VAT) mean that when customers collect goods from Durbin or ask us to deliver to a UK destination, we are normally required by law to charge VAT on the purchase unless we are satisfied that the customer can provide us with documentary proof of export out of the EU within 90 days or if they are a registered charity. Customers can usually reclaim this VAT directly from the authorities on production of the relevant export documentation.

For goods delivered to an EU destination outside the UK, VAT will not be charged if the customer is registered for VAT in that country and that the relevant details are received by Durbin at the time of order.

Customers not registered for VAT in the UK and hand-carrying consignments out of the country will normally be charged VAT. This will then be credited to their Durbin account on receipt of the relevant export paperwork (confirming export out of the EU) stamped by Customs at the airport or border crossing.

The above regulations do not affect shipments directly dispatched by Durbin to destinations outside the European Union.

Emergency situation

In a genuine emergency Durbin staff can normally be contacted outside office hours on +44 (0) 20 8869 6500