Helvetica Health Care

healthcare at the speed of life

Order Information

Order process

A specific procedure is applied to our customers' orders and include 3 steps, 2 of which (2. and 3. here below) are mandatory for any case :

1. Quotation

Formal quotation or proforma is provided offering the best price and best delivery option. Special prices are offered for annual/periodical supplies.

2. Order confirmation

Order confirmation is provided within 24h since firm order is received by e-mail, by fax or by post (**details available in *contact us* page**). All terms including invoicing and delivering address, quantity, products and payment terms are confirmed by e-mail. Any specific request or customer's procedure for the delivery is also confirmed.

For new customers, an account in our database is created and account number communicated.

3. Shipment and delivery

The day the order is shipped, the tracking, invoice, packing list and certificate of analysis is provided by e-mail. The same documents are sent along with the shipment.

Required information

The information required in order to process your order is :

1. Invoicing address with contact name and phone number
2. Delivery address with contact name and phone number
3. VAT number
4. Product's art. code and quantity
5. Any promotional code or quotation/offer reference
6. Your reference number or code for customer's internal need when order delivered.

Orders have to be sent by e-mail or fax (**details available in *contact us* page**). Orders sent by post are also accepted but can be delayed. We therefore suggest our customers to send a pre-advise in order to avoid any delay in the process.

Payment's terms and bank details

Our payment terms are usually 30 days since invoicing date for deliveries within Europe. However payment in advance is required for customers from the rest of the world.

We accept payment by wire transfer as per the applied currency. Bank details in pdf are available by clicking on the relevant currency : **CHF, GBP and others** / **EUR** / **USD**.

We also accept payments by credit card through our PayPal corporate account. Please contact

our customer service for more details.

Shipping costs

For deliveries within the European Union :

Free delivery for orders with total value above EUR 500, CHF 750, GBP 450 and USD 640. For orders below these values, shipping costs are charged.

Dry ice orders :

Free delivery for dry ice orders with total value above EUR 750, CHF 1'125, GBP 675 and USD 960. For dry Ice orders below these values, shipping costs are charged.

For combined orders each minimum has to be applied as the different products will be shipped separately.

For deliveries outside the European Union :

Shipping costs are not included in our price. The best delivery solution is submitted (courier TNT, DHL, Fedex or airfreight) considering the most cost effective way of transportation that can guarantee the delivery in the best conditions.

Duties and taxes

For deliveries within the European Union :

All orders within the European Union (Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Germany, Denmark, Estonia, Greece, Spain, Finland, France, United Kingdom, Hungary, Ireland, Italy, Lithuania, Luxemburg, Latvia, Malta, Netherlands, Poland, Portugal, Rumania, Sweden, Slovakia, Slovenia) are delivered as **intra-Community supplies, exempt from VAT** (Incoterm DDP "destination") and duties (**intra-Community delivery – exempt from VAT in conformity with article 262 ter 1 of the C.G.I., general taxation code** (Article 138-1 Council Directive 112/2006/EC)).

For deliveries outside the European Union :

Importation costs, VAT and any relevant additional expenses are at the charge of the receiver (incoterm EX WORKS Geneva, Switzerland).

Packing and transportation

Goods are packed and prepared with the best care to ensure that products remain protected and temperature requirements are respected while delivered. We carefully consider the time needed for the goods to reach the final destination and we prepare them with the quantity of dry ice (UN 1845) or ice packs they require.

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Our products can be shipped as research products, diagnostics (both with custom code 3822.0000) or as UN 3373 - Biological substance, category B.

We also consider the best route and the most effective means of transportation for each different destination all over the world, as such by courier or by airfreight. Shipments are constantly monitored and action is undertaken if required in case of any delay during the transit time.

HHC also offer logistics services from our warehouse in the freeport in Geneva : we ensure deliveries to any destination in the world with storage capacity for 2°- 8° degrees C. and -20° C. products, applying IATA regulations and our experience for ensuring safe deliveries of biotechnology products and equipments. More details in our LOGISTICS SERVICES page.

Terms and conditions of sale

Our terms and conditions can be downloaded **here** or provided by our customer service upon request.

Link to the webpage

Do you have any question or would you be interested to receive our quotation?
Please contact us by e-mail (sales@helveticahealthcare.com)
or by phone (+41 22 534 94 54)