



Quotation Policy

Quotation Policy of ND Pharma & Biotech Co.

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Place an order with ND Pharma & Biotech directly via the ND Pharma & Biotech website using your website profile or just ask for a quotation to one of our Officers, Sales Representatives, Agents, Distributors and/or directly to the Quotation Office at: quotation@ndpharmabiotech.com, is more than ever, a simple issue.

If you have an existing account with our company, any kind of credit conditions, if you are a current client, please turn to your regular contact system and purchase channel.

If you would like to order online, simply request access via the link below.

<http://www.ndpharmabiotech.net/14-nd-now.html>

Complete an order in 4-6 simple steps (in dependence of purchase type/class)

Search & Order - *search for products*

1. Search for a product using any of the tools of our websites and or the ND Pharma & Biotech Information Service at: info@ndpharmabiotech.com
2. Select the product and amount desired, including CAS Number and description.
3. Confirm and send to us via online.
4. You'll receive an immediate mail confirming that your query has arrived to our offices and a personalized quote will be sent in a space ranging between few hours to several days, normally 10-15 for existing on-stock products.
5. If a product is difficult to produce, obtain, reach and/or availability is compromised for whatever reason it may be, you'll receive information in writing from our Officers and/or the Quotation Office.
6. If there is a "bulk" purchase or a proposal of quotation on fixed purchase basis, (monthly, annual, etc.), you have to direct to a sales representative officer and/or quotation office for arrangements prior to set any quotation or financial options/plans, etc., to get access to a promissory note, purchase confirmation contract, supply agreement, etc.

Price & Availability and Product Information

Product Pricing - view product pricing when ordering or searching for products. If price is not available via online or representative, please verify with our Quotation Office at: quotation@ndpharmabiotech.com

Other forms to verify price:

- List Price
- Discounted or Promotional price
- Offer made by one of our Officers and/or Representatives, Distributors, Agents, etc.

Product Availability - verify that a product is available for **immediate delivery** and determine:

- If the product is in stock (so allow 2 weeks for arrangements)
- How many are in stock and how many are on backorder
- If a product has been discontinued
- If a product is in-stock but the order is of a superior amount that stocked.
- If a purchase order needs from manufacturing proposal, esteemed time, program of future (annual, monthly, semester basis) manufacturing times, etc.
- If a viable credit, purchase, payment option has been validated and approved by our Financial Department.
- If price and terms are O.K. for you and you're able to sign a promissory, supply contract and/or any other form of contractual/financial obligation prior to be served. (In special for notorious amounts).

Product estimated lead times - plan ahead by viewing the quantities and estimated lead-time for products not in stock. Lead times are established on a variable basis, so no obligation or liability is taken for any incidence, disruption, discontinuing, or interruption of service, when circumstances, both core and peripheral force such situation, our of control of ND Pharma & Biotech Co, its subsidiaries, representatives, distributors, etc.

Packaging Information - Packaging Information about a product such as Wet/Dry Ice, IATA information such as UN Number and Tariff Code and Product CAS Number will be supplied in the documentation accompanying products. Sometimes we can provide documents in advance to a purchase order being placed.

Regulatory & Compliance Information – Information regarding this matters will only be displayed when a product contains Regulatory & Compliance Information to determine whether the product requires review prior to shipping.

SDS Documents – Available on request. AOR

Secure Online Ordering

You can be assured that the information you give us to process your quotation is both private and secure. ND Pharma & Biotech.com is registered with Verisign™ and data sent between ND Pharma & Biotech Web servers and your computer is encrypted using the Secure Socket Layer (SSL) protocol. This protects the data while it travels over the Internet.

Your name will be added to the ND Pharma & Biotech mailing list unless you request it contrary.

Multiple Payment Options

Conveniently order from us using a Purchase Order Number to pay via your ND Pharma & Biotech account if you've applied for such and all steps in order to confirm direct-line payment-invoicing via Bank are verified and secured.

To save time, in occasions and especially for first-time orders, a pre-sent bank transfer is required. This mechanism of payment is the main preferred unless recurrent and consolidated purchases from one single-customer as well as price/amount and or other legal factors determined that SEPA bank verified orders are a better option.

Credit Card payment, Letter of Credit, Delayed Payment, and other viable forms of purchase payment should be discussed, approved and verified prior to be an acceptable system to enter in business with us.

Consolidate of Purchase

Unless explicit to the contrary, a PO, Purchase Order is considered in force and legal valid since the place the order arrives to our system.

All orders, unless force-majeure causes, will be invoiced and payment required despite any change in mind of purchaser, so please be sure that you're placing a P.O. only when you are total responsible of the PO and all the attached circumstances.

Product will not be recall, reimbursed or returned unless verified and certified non-conformity causes, exposed in writing in the first 10 days since arrival of product.

View the status of your ND Pharma & Biotech orders

Check the status of any order online-offline – whether you placed the order via phone, fax, or website. Search by using any of the following methods:

- Product Number
- Purchase Order Number
- Date Range
- ND Pharma & Biotech Order Reference Number

For any queries, please use the ND Pharma & Biotech Information Service mail address: info@ndpharmabiotech.com, or alternatively write to: quotation@ndpharmabiotech.com.

Online Quotes - Request, View and Convert Quotes via the ND Pharma & Biotech Website

View, request and convert a ND Pharma & Biotech quotation directly from the ND Pharma & Biotech website using the proposed e-mail addresses or contacting your local representative. If you currently have a website profile that is used to place orders, you can simply update your preferences to request quotations, but if you do not have a website profile, simply request access via the link below.

quotation@ndpharmabiotech.com

Request a Quotation in 3 Simple Steps

1. Enter the product numbers in the Order Centre or search for a product using the Search Centre or the link <http://www.ndpharmabiotech.net/14-nd-now.html>
2. Add items to your Quotation Request and/or Purchase Order (QR/PO)
3. Click and Send.

Obtain item and total delivered price

When requesting a quotation via the ND Pharma & Biotech website, you will receive a complete breakdown of item and Delivery charges. For your convenience, any additional charges related to quoted items will be displayed in separate categories. This information is also displayed as an official ND Pharma & Biotech Quotation via email (verified) and/or via a downloadable and printable PDF document.

Receive an official ND Pharma & Biotech Quotation as a PDF document

Each quotation you request via the ND Pharma & Biotech website is available as a PDF document. This can be printed or saved for your reference and can be used to convert to a PO (Purchase Order)

View & Convert any ND Pharma & Biotech Quote

Request & View Quotations ONLINE/OFFLINE- If you are not authorised to place ND Pharma & Biotech orders, your website profile can be updated so that you can only request quotations and not order online. The flexibility of the ND Pharma & Biotech website allows you only to request and view any quotation for your department or organisation regardless if it was requested online or through Customer Service via quotation@ndpharmabiotech.com.

Convert Quotations into orders - If you have access to place orders at the ND Pharma & Biotech website then you are also able to request & convert quotations by simply updating your preferences in your website profile. You will then be able to view any quotation, and if still open (normally the following 28 days from quotation date) enter your Payment Information and submit the order.

Online Security

You can **be assured that the information you give us to process your quotation is both private and secure. ND Pharma & Biotech.com is registered with Verisign™** and data sent between ND Pharma & Biotech Web servers and your computer is encrypted using the Secure Socket Layer (SSL) protocol. This protects the data while it travels over the Internet. Additionally, your name will not be added to the ND Pharma & Biotech mailing list unless you request it.

Pipeline - Online Workflow and Authorisation Tools

If your organisation/company requires special handling of orders, we can help by setting up an officer to attend personally your needs. You may contact the Business Development Officer at: bdu@ndpharmabiotech.com. This Office may build on the ordering capability by applying authorisation levels to your ND Pharma & Biotech client-customer profile. It enables individuals and Purchasing Agents to submit & authorise orders via our website or mail so final approval must be made before an order is processed by ND Pharma & Biotech.

Online Ordering with levels of approval

- Quotations and PO's are set up by a ND Pharma & Biotech e-Commerce Specialist and links all website profiles to your organisation or alternatively by a designed Officer.
- Individuals can place orders, but ND Pharma & Biotech will not process orders they place until it is approved by the designated Approver(s).

- Once an order is submitted for approval, an email is sent to the Approver who can go directly to the order from a link in the email, check the order and click 'Approve' or 'Deny'
- Each Individual or Purchasing Agent can have a unique login Login Name and password
- Group profiles can also be created allowing consolidation of one or more Saved carts

Set up to 4 levels of approval

This PO's can be set up to so that an authoriser can approve all orders, orders over a certain value, orders in which a single item value is over a particular amount or order that contain a particular product type.

Some of the options also available at the time of approving an order are:

- Add Payment Information such as a Purchase Order Number
- Enter Accounting information such as Cost Centre or Customer Account Codes
- Add internal reference numbers such as a Fund Number
- Check the validity of Payment system/method and update details
- Coordinate with Financial Risk Management Office prior to any approval.

Order Consolidation – Do multiple order requests into a single order

If your organisation submits multiple requisitions to a Purchasing department or Manager and they are consolidated into a single Purchase Order then ND Pharma & Biotech can offer an electronic solution via our website.

How does order consolidation work?

- Order Consolidation is set up by a ND Pharma & Biotech eCommerce Specialist and links all website profiles to your organisation.
- Individuals can place orders, have a list of Favourite products or Saved Carts, but orders they place will not be processed by ND Pharma & Biotech. Instead they are submitted to a nominated person, who receives an email notification and consolidated it into a single order.
- Once an order is submitted for consolidation, an email is sent to the Consolidator who can go directly to the order from a link in the email, view the submitted requests and consolidate
- Each Individual or Purchasing Agent can have a unique login Login Name and password
- Group profiles can also be created allowing further consolidation of one or more PO's.

Freight Fees

Standard freight and handling fees are stated on all PO's and Invoices. Normally ND Pharma & Biotech Quotations are done without including duties, taxes, VAT, transportation, and other expenses.

By ordering different products in one single PO's and if possible, you'll be benefited from one-single packaging and sending. (If product classification permits that) with transport, handling and shipping fees savings.

Standard freight and handling charges are applied per order and are a one off charge irrespective of the number of deliveries required to complete your order.

Please Note:

All other freight and handling charges, including Oligo-deliveries and ice charges remain unchanged.

Thank you for your understanding and your on-going support of ND Pharma & Biotech.