

VWR® UARK

Flash Guide - TOC

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NWA CONTACTS

ANNA HERINGER

Sales Representative

Cell: (479) 445-5313

Email: [anna.heringer_@AvantorSciences.com](mailto:anna.heringer@AvantorSciences.com)

RACHEL CHERRY

Storeroom Manager

Cell: (479) 235-7796

Email: [rachel.cherry_@AvantorSciences.com](mailto:rachel.cherry@AvantorSciences.com)

CUSTOMER SERVICE

Phone: 1-800-932-5000 | 6:30 AM to 7:00 PM (CT)

Email: VWRCustomerService@AvantorSciences.com

TECH SUPPORT

Phone: 1-888-897-5463 | 6:00 AM to 6:00 PM (CT)

Email: TechnicalproductsupportNA@vwr.com

EQUIPMENT SERVICES

Phone: 1-888-793-2300

Email: equimentservices.us@avantorsciences.com

WARRANTY SERVICES

Email: warranty@vwr.com | Phone: +1-800-268-4355

VWR WEB & PUNCH-OUT SUPPORT

Phone: 1-888-320-4357

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Campus Storeroom

HOURS: 7:30am to 4:00pm M-F

LOCATION: CHEM 037

PHONE: 479-575-4650

PRODUCTS*

- Lab Safety
- Petri Dishes
- Bottles, Vials, & Glass Culture Tubes
- Centrifuge, Micro, & PCR Tubes
- Tips, Pipettes, & Cuvettes
- Syringes, Filters, & Needles
- Buffers
- Cleaning product
- Cell Culture
- Filtering, Weighing, & Accessories
- Stoppers
- Chemicals
- Miscellaneous
- Liquid Nitrogen & Dry Ice

***contact storeroom mgr. for complete list**

SERVICES

- FREE Delivery to Your Lab
 - *Same-Day Delivery Available For Orders placed before 9:30 AM*
- Order Assistance
- Stocking Requests
- Sample Requests
- Account Help

*****Storeroom Manager cannot provide quotes*****

- Quotes Can be requested on VWR.com OR **contact Sales Rep** to Request a Quote (recommended for larger purchases)

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Processing Returns

TO INITIATE RETURN

Email: Rachel.Cherry@AvantorSciences.com

Costs and Return Deadlines

- A 15% restock fee or supplier restock fee applies. If due to a VWR error, this will be waived.
- Returns are accepted up to 30 days from the product receipt to request a return (this does NOT apply to Damaged Products - view page 7 for more information.)
- Credit is released upon receipt/inspection of goods in VWR warehouse or when supplier credit has been received by VWR

What products are NOT eligible for Return?

- Damaged Goods. (See pg. 7 for more information.)
- Products that have been opened (except in cases where the incorrect product has been received or there is a factory defect).
- Temperature sensitive items are non-returnable.

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Invoices

THINGS TO KNOW

- Items cannot be invoiced until they have shipped.
- Orders will have multiple invoices if items ship separately.
- **If you get a new P-card, delete the old one from your VWR account immediately.**
- "Transaction Date" - *the date that funds were withdrawn from the account.*
- "Invoice Date" - *the date product was shipped and invoiced.*



CAN'T FIND AN INVOICE?

Email Customer Service to request a copy using the cost of the item and the last 4 digits of the credit card that was used to make the purchase.

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Discounts & Pricing

Q: IS THERE A DISCOUNT FOR NEW LABS?

A: *Yes!* An overwhelming amount of promotions & discounts exist for new labs. The easiest way to take advantage of all the savings is to connect with the Sales Rep ASAP.

Q: I FOUND THE SAME PRODUCT LISTED ON ANOTHER DISTRIBUTOR'S WEBSITE FOR A LOWER PRICE. WILL YOU MAKE ME A BETTER OFFER?

A: Legitimate feedback on our pricing is always welcome. If your catalogue pricing ever seems off, please email the Sales Rep. We should be competitive in most cases, and we want to know if we're missing the mark.

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Deliveries & Package Handling

SIGNING FOR PACKAGES

- Your signature is your **legal seal of approval**. If the package is delivered in **less than perfect condition**, it is **essential** that it be marked so on the POD at the time of delivery.

DAMAGED IN TRANSIT

- If there is any visible damage to the package, kindly do not open it. Call Customer Service to file a freight claim immediately. **Freight claims must be filed within 24 hours.**
- If your package arrives in good condition, open it to inspect your purchase. If there is damage to the product itself, call Customer Service immediately to file a Hidden Damage freight claim.

FURNITURE AND LARGE DELIVERIES

- **In-room delivery and installation is not included in the product quote unless you ask for it.** You must request a separate quote for "white glove delivery" from the Sales Rep, unless you are planning to move the equipment off the dock and install it yourself.

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Purchases over \$20k

FOR PURCHASES OVER \$20K, UOFA REQUIRES 1 OF THE FOLLOWING:

1. Competitive Bid- [FOR PURCHASES BETWEEN \$20,000 AND \$75,000] A minimum of three bid requests must be solicited from three or more potential suppliers using the Competitive bid form and tabulation sheets found on the procurement forms page.

2. Formal Bid- [FOR PURCHASES OVER \$75,000] Purchases over \$75,000.00 must go through the formal bid process with a minimum of 4-6 weeks for processing.

3. Sole Source- [FOR PURCHASES OVER \$20,000] If VWR/Avantor cannot provide the necessary goods or an equivalent alternative to the necessary goods, then a Sole Source form must be completed.

4. COOPERATIVE CONTRACT ★★★★★

[FOR PURCHASES OVER \$20,000] By going through VWR/Avantor, you're able to avoid the bid process altogether. If you're unsure if VWR/Avantor can supply the necessary goods, contact the Sales Rep to find out.

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Web Account



To set up your VWR account, email rachel.cherry@avantorsciences.com.

A VWR.com Account allows you to:

- Find Packing Slips
- Find Invoices
- Track & Manage Your Orders
- Create Shopping Lists
- Live Chat with real Customer Service and Tech Support Representatives
- Request a Quote
- Browse Current Promotions
- Download Product Literature (including datasheets and manuals)
- Download Guides and other free educational resources on scientific applications & protocols
- Register for free webinars led by experts in the field

To schedule a free web demo, email anna.heringer@avantorsciences.com.