

RT-LAMP / bead-LAMP kits Ordering Procedure

Ordering

1. Download the RT-LAMP / bead-LAMP kits order form from rtlamp.org website.
It is currently not possible to place an order for LAMP test kits online. Only orders submitted via the LAMP test kit order form will be accepted.
Each new order for LAMP test kits will require the form to be filled in and sent again.
For orders of more than 2000 reactions, please contact orders@rtlamp.org in advance.
2. Please ensure you select the correct shipping option:
Customers receiving shipments within Austria have the choice of 2 options for shipping payments. Either option (a) or (b) should be selected by ticking the appropriate box on the order form.
If (a) is selected, the shipping costs are added automatically to the invoice. The shipment will proceed via DHL.
If (b) is selected, it is necessary to provide us with a valid Fedex or DHL shipping account number. In this case the shipping costs will not be added to the invoice.
For shipment to all other European countries you must provide a valid Fedex or DHL shipping account number. The shipping costs will not be included in the LAMP test kit invoice.
It is currently not possible to order from countries outside of Europe.
3. Complete all required fields, add your signature and return the order form by email to orders@rtlamp.org.
4. Once we receive your completed order form, we will begin preparing your order as soon as possible.

Payment

5. An invoice will subsequently be sent to the billing email address, as you have entered it on your order form.
6. You should pay the invoice upon receipt by wire transfer. It is not possible to pay the invoice by credit card or by cheque.

Shipping

7. Your order will be shipped via courier to the shipping address specified in your order form.
8. The courier for the shipment will be DHL or Fedex, as specified on the order form.
9. As soon as your package has been shipped, you will receive an email with the shipping details and the courier tracking number.
10. Delivery terms are ex works (Incoterms 2010).