

**Questions and Answers – Lab Equipment and Supplies**

**Question: What account codes should be ordered from VWR?**

**Answer:** VWR is the first point of contact for Laboratory Supplies and Equipment for the following codes:

**713410-Laboratory Supplies** – Include expenditures for animals used in research, blood or blood components used in analysis, chemicals, gases, reagents, specimen slides, test tubes, and similar laboratory supplies.

**722410-Laboratory Equipment** - Include laboratory equipment that cannot be reported in account #72241C. Include expenditures for blood gas analyzers, Bunsen burners, centrifuges, freezing point depression instruments, gas chromatographs, incubators, microscopes, spectrophotometers, and similar equipment.

**72241C-Laboratory Equipment-Controllable** - Use this account code for purchases of laboratory equipment if the equipment cost (per item) is \$5,000 or more or if the equipment item(s) are components of an assembled unit which the aggregate cost of all items totals \$5,000 or more. Include expenditures for blood gas analyzers, Bunsen burners, centrifuges, freezing point depression instruments, gas chromatographs, incubators, microscopes, spectrophotometers, and similar equipment.

**NOTE:** This pertains to ETF items as well.

**Question: Who do I contact for regular customer service support?**

**Answer:** The toll free number to reach the Education Customer Service team is #866-890-8229 or email [education@vwr.com](mailto:education@vwr.com)

**Question: How can I place orders?**

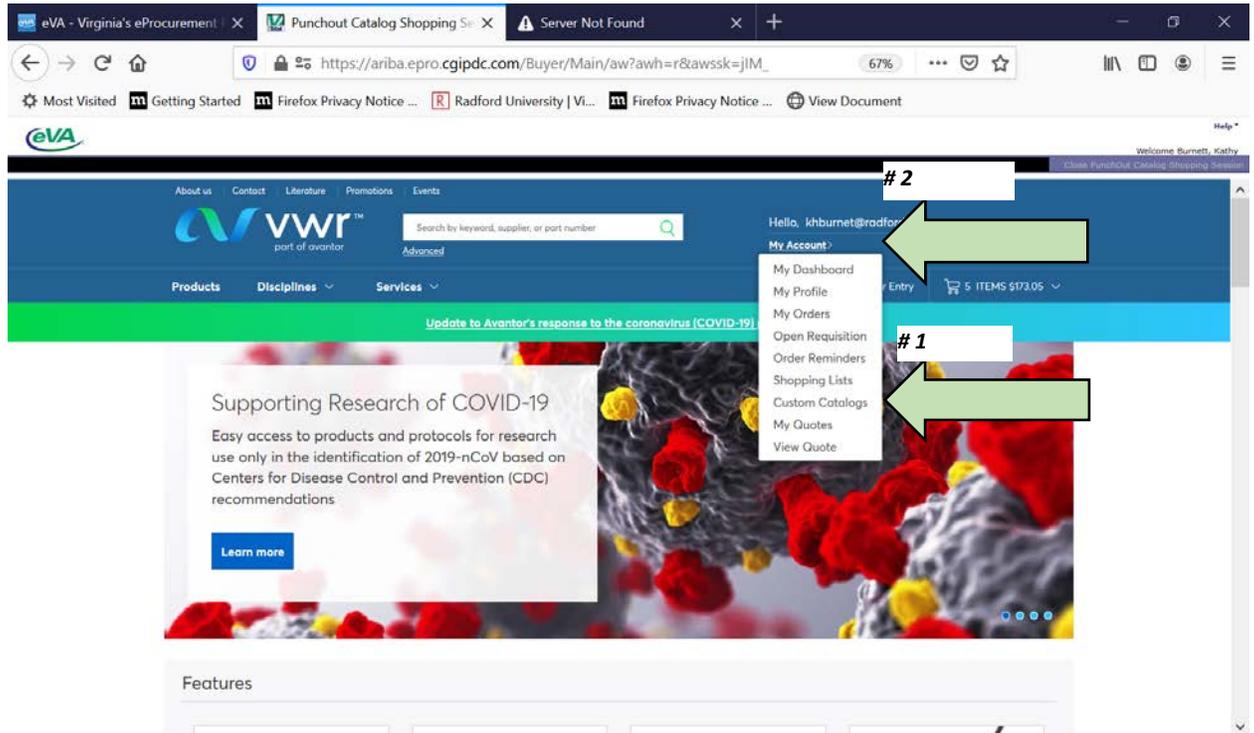
**Answer:** Orders can be continued to be placed through the eVA punch-out catalog.

**Question: What is the Radford University Hot List?**

**Answer:** It is a best value “hot list” list of items specific to the University based on historical spend.

**Question: How does an end-user know if an item is on the RU Hot List?**

**Answer:** Select My Account (#1), then Custom Catalogs (#2), then select Consumables Catalog (all items in red will receive RU pricing).



**Question:** What and where is Market Basket pricing located?

**Answer:** VWR has over 5 million products on the website. The Market Basket is a list of 5,000 discounted items for all E&I customers. VWR will combine the market basket items with the RU Hot List and make it all one master list in red so customers will easily see the hotlist/market basket items when searching. You can also go straight to the customer catalog and search within this catalog.

**Question:** Are there minimum order quantities?

**Answer:** There are no minimum order quantities unless the manufacturer indicates a minimum quantity and which is normally reflected on the catalog page for that item. If not, you will be contacted by VWR to advise you as such.

**Question:** How do I obtain a quote?

**Answer:** Please reach out to our Sales Representative, Kalyn Price, kalyn.price@avantorsciences.com or (540) 556-2812.

**Question:** How long are quotes normally valid?

**Answer:** Quotes are normally valid for 30 days, however, if you need a specific quote extended, please reach out to our Sales Representative to get an extension.

**Question:** Should I attach the quote to the PR?

**Answer:** Attachments sent to the vendor, through the punch-out, will result in order being sent to a manual review file for processing. Ensure the vendor needs the attachment before selecting this option. Instead may elect to add the quote number and date in the comment field.

**Question:** Can I track my order?

**Answer:** Yes, in the punch-out under My Account, select Track Orders, input your order number and tracking details will be provided if your order has shipped.

**Question:** Are there shipping charges?

**Answer:** There are no shipping charges on standard deliveries to the University. There will only be shipping charges if the University requires a shipment expedited (sent overnight).

**Question:** When can I expect my order?

**Answer:** For stock items, VWR is committed to deliver in 24-48 hours from their regional distribution centers. The primary distribution center is located in New Jersey.

**Question:** How are returns and exchanges handled?

**Answer:** Call VWR customer service at #866-890-8229.

**Question:** Is there a minimum per order charge?

**Answer:** There are no minimum order charges. However, VWR does encourage the bundling of as many items on a single order as possible as it saves both the University and VWR added costs and supports sustainable practices.

**Question:** Are there any ordering restrictions of VWR products?

**Answer:** Some VWR products require a University license to order. These include some precursor chemicals, radioactives and syringes. Please contact VWR customer service at #866-890-8229.

**Question:** What about if an item has been discontinued. Any suggestions?

**Answer:** If manufacturer discontinues an item, there are usually other selections available.

**Question:** Will VWR provide samples for products not used before?

**Answer:** Yes, please contact your Sales Representative, Kalyn Price. VWR has committed to an aggressive sampling program that will allow you to test products for use in your lab. Equipment demonstrations may be set up should you require them and on site seminars, when able, will be scheduled to allow you to see and test the latest technology.

**Question:** Will manufacturers be introduced to the University labs?

**Answer:** VWR will host manufacturers on campus or virtually on a regular basis. Please let VWR know if there is any particular manufacturer you would like to meet.

**Question:** What if an item you need is not in the catalog?

**Answer:** Contact VWR to see if they can provide. If not, please have VWR provide a waiver.

**Question:** Where does rebate money go?

**Answer:** Goes to a central budget that supports the Strategic Plan initiatives. Does not go back into the department budget.

**Question:** Can you search for an item rather than going through the list?

**Answer:** Yes. On the VWR Home Page there is a search engine at the top.

**Question:** Do you lease liquid nitrogen tanks or others?

**Answer: No.** VWR does not offer leasing agreements.

***Additional questions can be emailed to Ronda London at [rlondon1@radford.edu](mailto:rlondon1@radford.edu).***