

Welcome to ZeptoMetrix – Order Processing & Customer Support Guide

We're here to support your scientific endeavors. This guide outlines everything you need to know to place orders, request assistance, and navigate our services seamlessly.

Our Brands

Offering products from **Spex, NSI, HPS, and Chiron.**

Customer Support

Our Customer Service Team is here to help with any questions or order-related needs.

Hours of Operation:

Monday – Friday, 8:30 a.m. – 4:00 p.m. (EST)

Phone: +1.716.882.0920 | USA Toll-Free: +1.800.274.5487

Email: analytical.cs@zeptometrix.com

How to Place an Order

Choose the method most convenient for you:

- Online: Visit www.zeptometrix.com to explore our catalog, track orders, and access product documentation.
- Email: Send purchase orders to analytical.orders@zeptometrix.com.
- Phone: Call us directly at +1.716.882.0920 to order.

Need a Custom Standard?

Inorganic & Organic custom reference material services designed to meet your exact specifications.

Email Requests: analytical.quotes@zeptometrix.com

Web Requests: [Inorganic & Organic](#)

Phone Support: +1.716.882.0920

Payment Terms

- Net 30 Days for rated organizations.
- Credit Card: Visa, MasterCard, and American Express accepted.

All transactions are subject to ZeptoMetrix's standard Terms and Conditions, including corrections for clerical errors.

International Orders

We proudly serve customers worldwide through a network of authorized distributors. For guidance on international purchases, please contact our Customer Support team.

Customers in the UK, Ireland, and Europe may reach out to our Eastern Headquarters for dedicated service.

Returns & Exchanges

Returns are accepted only with prior authorization. Please note:

- Opened vials, expired materials, and perishable goods are not eligible for return.
- All returns are subject to inspection prior to issuing credit.
- A handling or restocking fee may apply.
- Customers are responsible for return shipping costs.

Controlled Substances

Orders involving controlled substances must include:

- A formal purchase order
- DEA Form 222 (for Schedule I & II substances – U.S. only)
- DEA Form 223 (Controlled Substances Registration Certificate)
- Applicable state-controlled drug registration number

Need help? Sample forms and additional guidance are available upon request.

Damaged Shipments

If you receive a damaged shipment:

- Retain all packaging materials.
- Do not discard the box or contents.
- Contact the carrier directly for inspection and claim filing.
- Reach out to us for authorization before returning any item.

Online Ordering & Resources

Enjoy a streamlined ordering experience at www.zeptometrix.com. Registered users can:

- Browse our full catalog
- Track order and shipment status
- Download documentation (COA, PI, SDS)
- Request custom product quotes

Contact Directory

- Orders: analytical.orders@zeptometrix.com
- Quotes: analytical.quotes@zeptometrix.com
- Technical Support: analytical.tech@zeptometrix.com
- Proficiency Testing: analytical.pt@zeptometrix.com