

Searching / Ordering / Checkout Procedure

1. Use the Search field to enter a keyword(s) to find an item, or to enter the item number if you know what it is. You can also use the tabs at the top of the page to browse the Products and Solutions.
2. From the Item Description page, select the desired product click **Add to basket**.
3. If you need to add other items, continue searching and adding items to your cart.
4. When you are ready to return your items to your eSHOP cart, click the **My basket** button the top right of the page at any time which will display the items in your cart. You can then review the items and make any necessary change to the items by editing the quantity or size.
5. When you are finished shopping click **Checkout** from your basket.
6. A popup message will appear letting you know that your item(s) are being transferred to eSHOP, click **OK**.
7. Your item(s) have been added to the active cart in eSHOP.

You can remove any item(s) or update quantities while in your cart within eSHOP. If you want to add items, click on the **MODIFY ITEMS** link while viewing your cart.

For **Quick Order**, when you know the item # you wish to purchase: click on **Quick order** in the upper right hand corner of the punch-out and enter your item # and click **Add to basket**.

NOTE: After 60 minutes of inactivity your basket in the Abcam punch-out will be cleared. However if you checkout and bring these items back to your eSHOP cart you can process the order at any time.

Retrieving a Quote

1. You cannot retrieve a quote on the Abcam punch-out site. If you have a quote, you must fill out a Non-Catalog Order form and attach the quote there. To obtain a quote for large purchases email Brendan.collins@abcam.com
2. When you are checking your cart out in eSHOP, be sure to enter the quote number in the Quote Number field by following the steps below:
 - Click **Proceed to Checkout**
 - Click the **Requisition** tab and then the **Summary** tab
 - Click the edit button in the **General** section
 - Enter the quote number in the **Quote Number** field and click **Save**

Creating / Accessing Favorites

The Abcam punch-out does not have the ability to save favorites.

Additional Information

Suppliers vary in their ability to accept certain information that is sent electronically from eSHOP. So, even though you enter the data when you create the Purchase Requisition in eSHOP, it may not always be accepted by the supplier when they receive the order electronically.

- **External Notes** – Yes
- **External Attachments** – Yes
- **Information in “Ship via” field** – Yes
- **Delivery Date** – Yes

Shipping Charges

1. Free shipping? – No – Abcam charges one shipping charge per order. In addition to shipping the following handling charges may apply at the time of invoicing:

Standard Blue Ice: \$45

Dry Ice: \$60

Non-Dry Ice Kits: \$49

Dry Ice Kits: \$60

Order / Shipping Confirmation

1. Will I receive a confirmation that my order has been received? **Yes**
2. Will I receive a confirmation that my order has been shipped? **Yes**

Your email order confirmation should contain an estimated shipping date. Otherwise you can check the order status through the punch-out, which will show you shipping date and tracking numbers

Viewing Previous Orders / Order Status

To check the status of your order call Customer Service at (888) 772-2226

Cancelling an Order

To cancel an order call Customer Service at (888) 772-2226

Returns

To return an order call Customer Service at (888) 772-2226

All requests for returns must have prior authorization and must be shipped back to Abcam within seven (7) working days of receipt of the items. Items must be returned in the same or equivalent packaging (i.e. cold and insulated) as originally dispatched by Abcam.

If items are ordered incorrectly by the customer Abcam will consider taking them back, however this excludes products which have special shipping requirements including those shipped on dry ice and those hazardous for transport. This will be subject to a 20% return charge on the items plus any shipping, handling, packaging costs.

In the unlikely event of receiving an incorrect item, please contact Abcam in the first instance and store the antibody in the fridge at 4 degrees C in the original packaging. Please do not attempt to return the item yourself. Abcam will then get back to you as soon as possible to ensure you receive the correct item. For products which have special shipping requirements including those shipped on dry ice, please store as indicated on the datasheet and contact Abcam as soon as possible.

Helpful Hints

1. The punch-out catalog has access to expanded Abcam resources including:

Abreviews, Product citations, Detailed Product information, Real-Time availability, Datasheets, Protocols, Validation Data, Q&A, Up-to-date Product information