



**Global Life Sciences Solutions USA LLC**  
100 Results Way  
Marlborough, MA 01752

Dear Valued Customer,

The Customer Service team at Cytiva appreciates your business and understands how important it is to get your orders processed promptly. We would like to share with you the required information for a valid purchase order to ensure timely processing.

If any of the information attached is missing from your purchase order ("PO") or the pricing is incorrect, we will be unable to ship your order until a revised PO is received. Please contact the Customer Service team if you have any questions regarding the attached requirements, or to verify current pricing in advance of placing a PO.

**Cytiva's Customer Service Contact Information**

**Email: [CustomerService.US@cytiva.com](mailto:CustomerService.US@cytiva.com)**

**Telephone: 800-526-3593**

Sincerely,

The Customer Service Team



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## How to Submit a Purchase Order

### Order Online [www.cytiva.com](http://www.cytiva.com)

Create or use your account online at [www.cytiva.com](http://www.cytiva.com) to submit POs with contracted pricing automatically reflected.

### Email [CustomerService.US@cytiva.com](mailto:CustomerService.US@cytiva.com)

POs can be submitted by email to [CustomerService.US@cytiva.com](mailto:CustomerService.US@cytiva.com). Please be sure your attached PO includes all the information below to be processed promptly. Always use the email address above; any order or email sent directly to a Customer Service Representative may experience a delay if the Representative is unavailable.

## Required Information on a Purchase Order

### Purchase Order #

### Vendor Name and Address

Vendor name must be our legal company name- Global Life Sciences Solutions USA LLC and the address below:

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### Bill To

Customer Name, Address (Including Dept, Bldg, and/or Attn line), Contact (Name or Dept, Email, Phone)

### Ship To

Customer Name, Address (Including Dept, Bldg, and/or Attn line), Delivery Contact (Name, Phone)

### Payment Terms

Cytiva's standard payment terms are Net30. Deviations from this must be approved in a Master Supply Agreement.

### Item Information

Each line item must include:

- Cytiva catalog number
- Quantity
- Unit of measure
- Price per unit

### Total Price of the Order

### Quote #

If a quote was issued, the Purchase Order must include the quote number. Quote pricing & Purchase Order pricing must match.



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## Optional Information on a Purchase Order

### Request Dates (If Applicable):

Cytiva orders should be placed in accordance with standard product lead times. Please include any request dates for product delivery. All requests are subject to review, and our Customer Service team will reach out if additional information is required.

### Product or Shipping Requirements (If Applicable):

Please include specific requests regarding single lots, certificates, or other product or shipment needs. All requests are subject to review, and our Customer Service team will reach out if additional information is required.

### Shipping Information:

Our Cytiva shipping information can be found at <https://www.cytivalifesciences.com/en/us/shop/shipping-information>