



Cytiva
#400 1055 Vernon Dr
Vancouver, British Columbia
V6A 3P4 Canada

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.CA@cytiva.com

Telephone: 800-463-5800 Option 1

Sincerely,

The Customer Service Team



cytiva.com

How to Submit a Purchase Order

Order Online www.cytiva.com

Create or use your account online at www.cytiva.com to submit POs with contracted pricing automatically reflected.

Email CustomerService.CA@cytiva.com

POs can be submitted by email to CustomerService.CA@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 Canada ULC** and the address below:

Global Life Sciences Solutions Canada ULC
#400 1055 Vernon Dr
Vancouver, British Columbia, V6A 3P4

*If our legal company name exceeds a PO system character limit, we can also accept **Global LS Solutions Canada ULC**

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 or Dept, 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>

