

FAQs

Question	Answer
If I currently order Thermo Fisher Scientific products and products from other providers through LuBio Science, will I need to order these separately from October 1st 2016?	Yes, as of October 1st, 2016 any order for Thermo Scientific™, Applied Biosystems™, Invitrogen™, or Gibco™ products will go through Thermo Fisher Scientific (Legal entity: Life Technologies, Zug, Switzerland) while orders for other providers covered by LuBio Science will continue to be processed by LuBio Science directly.
Will anything change within the current sales or field support organisation as a result of the transition?	The current LuBio Science account managers supporting the Thermo Fisher Scientific life science portfolio, Angela Suana, Elisa Dreyer and Melanie Ottinger, have transferred to Thermo Fisher Scientific's Swiss sales organisation; mobile phone numbers remain the same. To ensure better customer support we may be re-arranging responsibilities, for example to cover longer employee leave periods.
How will my customer and technical support contacts change?	Moving forward your customer care and technical support contacts for any Thermo Scientific, Applied Biosystems, Invitrogen, and Gibco products, you previously ordered from LuBio Science, will move to Thermo Fisher Scientific. Contact details: Customer Service: 0800 848800, email: orders_switzerland@thermofisher.com Technical support: 0800 564929 or eurotech@thermofisher.com
What is happening with LuBio Science?	LuBio Science will continue to trade as a separate company and will remain your partner for their current product portfolio excluding; Thermo Scientific, Applied Biosystems, Invitrogen, and Gibco products.
Will the catalogue numbers for the Thermo Scientific, Invitrogen, Applied Biosystems, and Gibco products I previously ordered from LuBio Science stay the same when ordering through Thermo Fisher Scientific?	The catalogue numbers for Thermo Scientific, Invitrogen, Applied Biosystems, and Gibco products you previously ordered from LuBio Science will not change. You can keep using the same catalogue numbers when ordering through Thermo Fisher Scientific.
Will I need to change any account numbers or ship-to information?	If you already have an account set up with Thermo Fisher Scientific for the purchase of Thermo Scientific, Applied Biosystems, Invitrogen, Ion Torrent or Gibco life sciences products, you can continue to use this account to order all Thermo Fisher Scientific life science products. If you do not already have an account set up with Thermo Fisher Scientific, please contact our customer care team to create an account which will enable you to order Thermo Scientific, Applied Biosystems, Invitrogen, and Gibco products directly from Thermo Fisher Scientific as of October 1st 2016.
How should I process POs or invoices? Should I change the vendor from LuBio Science to Thermo Fisher Scientific on purchase orders?	From October 1st please make sure that any orders for Thermo Scientific, Applied Biosystems, Invitrogen, and Gibco products are placed through Thermo Fisher Scientific and, please make sure you address your POs to the following legal entity: Life Technologies Europe B.V. Zweigniederlassung Zug Baarerstrasse 78 CH-6300 Zug Switzerland

What is the invoicing process moving forward?	Moving forward invoices for Thermo Scientific, Applied Biosystems, Invitrogen, and Gibco products, placed through Thermo Fisher Scientific, will be issued by the following legal entity: Life Technologies Europe B.V. Zweigniederlassung Zug Baarerstrasse 78 CH-6300 Zug Switzerland
Can I carry over the pricing agreement I had with LuBio Science to Thermo Fisher Scientific?	We have done our very best to align your existing pricing for Thermo Scientific products. If you have any specific enquiries, please contact our local office in Zug or your account manager directly.
What will happen to my existing LuBio Science managed Supply Centre?	Your Supply Centre will be transferred and managed by the Supply Centre team at Thermo Fisher. Your Sales contact at Thermo Fisher will get in touch with you to perform the necessary site assessment and pre-work to set it up in our systems.
What freight policy will Thermo Fisher Scientific apply to my orders?	Standard freight policy will apply: Orders under CHF 1400 will incur a CHF 85 handling charge. Products requiring the protection of dry or wet ice are subject to a charge of CHF 62. Hazardous items will be subject to an additional charge of CHF 62.
Can I get free or reduced freight on products shipped through my on-site Thermo Fisher Scientific Supply Centre?	Reduced freight via a Supply Centre is only applicable to products stocked in the Supply Centre. Any non-stocked products shipped through the Supply Centre are subject to audit and may be invoiced for the freight charge that would be incurred for an equivalent direct shipment.
I am unhappy with my freight rates. Is there anything I can do about this?	We charge shipping based on order value rather than product weight or distance shipped. You can reduce your total shipping costs by consolidating orders and/or implementing a stop code at your location to enable order consolidation. Your Thermo Fisher Scientific account manager will be happy to discuss your options with you.