

NEW CUSTOMER/COMPANY CHECK

The BPCRS Sales Team are required to conduct full company checks on all new customers before approving an order for dispatch. To enable us to carry out these checks, please complete the form below and return (via email) to BPCRS@mhra.gov.uk with the subject line 'New Customer Check Form' as soon as possible.

Process summary:

1. Please allow 10 working days (from receipt of this form) for the checks to be completed. Should further information be required, we will contact you within this timeframe.
2. Once the checks have been successfully completed, we will:
 - **(Orders pre-paid by card)** - process your order for dispatch and send an email notification with a copy of your order invoice, delivery note and tracking details

OR

- **(Orders paid by invoice)** – email a proforma invoice for advance payment to be arranged

IMPORTANT NOTICE:

1. Orders cannot be dispatched for new customers until pre-payment has been received. If you are paying for your order by bank transfer, please ensure the order number and BPCRS is quoted as the reference, and a remittance is sent to BPCRS@mhra.gov.uk with the transaction details.
2. By returning this form, you confirm you have read and agree to the following terms:
 - [MHRA Terms and conditions of supply of BP Chemical Reference Substances and BP Nucleic Acid Reference Materials](#)
 - [Reference standards](#)



First Order:

Date of Order (dd/mm/yyyy)	
Order ID	
Payment Method	Card ☐ Invoice ☐ PO Number
Contact name	
Contact email	
Telephone No.	

Sales Department:

Contact Name:	
Sales Address:	
Email:	
Telephone No. (incl. country code)	

Account Payables / Invoice:

Contact Name:	
Invoice Address:	
Email:	
Telephone No. (incl. country code)	



Company Details:

Nature of business: (please tick)	Manufacturer ☐	Regulatory Body ☐
	Testing Laboratory ☐	Academia ☐
	Ref Standard Distributor* ☐	Other (specify below) ☐
	*For Distributors - If you are a Ref Standard Distributor, please advise the type of customers you supply to:	
Full company name:		
Registered address:		
Company Registration No. (if applicable)		
Country of Registration		
VAT No. (UK / EU only) / GST No. (India only)		
Website		
Note: If the company does not have a website to help verify the required details, please ensure documented (official) evidence is supplied with the reply email. This MUST include the company name and ALL addresses you would like registered to your customer account (once approved).		

If you have any queries regarding this form, please do not hesitate to contact us at BPCRS@mhra.gov.uk, with the subject line 'New Customer'.