

Introduction

Dear Valued Customer:

Thank you for your interest in **SCP SCIENCE** Standards, Reagents and Certified Reference Materials.

Founded in 1980, we are proud to celebrate 25 years of service to the scientific laboratory market. **SCP SCIENCE** "Standards, Reagents, and Certified Reference Materials" catalogue is redesigned and is an excellent tool for ordering your laboratory consumables. This 3rd Edition incorporates nine (9) sections and over fifty (50) subsections. In addition, we offer new products and services to better serve our customers.

Products recently introduced:

- Wide range of *Plasma***PURE** high purity acids and reagents
- Complete line of Pure and Ultra Pure fusion fluxes for AA, ICP-AES/MS, and XRF spectroscopy
- Cost effective *Accu***SPEC** COD tubes in multiple concentrations
- Multi-Element Ion Chromatography Standards custom made and "off the shelf"
- Sulfur standards in a variety of new matrices for XRF spectroscopy
- Multi-element metallo-organic standards
- Wide range of ICP-AES/MS Multi-Element Standards recommended by the OEM's

Services recently introduced:

- Integrated ERP software to reduce delivery delays and improve service
- MSDS and Certificates of Analysis available on-line at www.scpscience.com
- Our Paris, France facility maintains a stock of regular **SCP SCIENCE** products for improved service to European customers

For additional information, please contact **SCP SCIENCE** sales representative or local distributor. Our website, at www.scpscience.com, contains up to date information on all our products.

We look forward to serving your laboratory needs.

Yours truly,



George Feilders
President

Statement of Quality Assurance

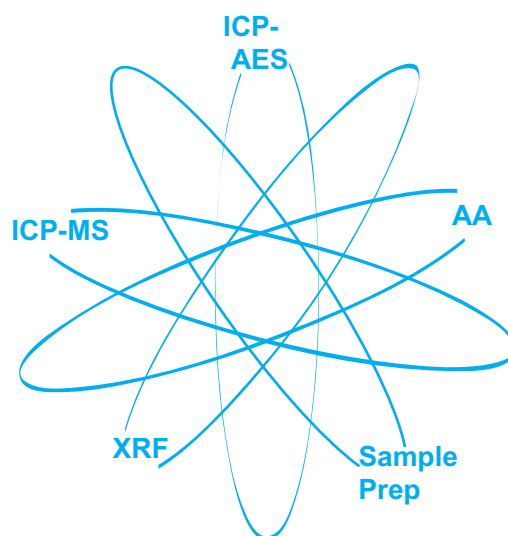
At **SCP SCIENCE**, Quality is not only related to the actual product, but to the entire process. When you interface with our company, we strive to provide you with Quality throughout the process - information requests, quotations, order entry, product manufacturing, shipping, and after-sales service. Our staff has been extensively trained and is profoundly dedicated to providing a superior quality of service.

SCP SCIENCE operates a Quality Management System that was designed according to the guidelines set forth by the ISO 9001:2000 international standard. Our objective is to ensure full customer satisfaction through the manufacture and distribution of top quality products. By adhering to the requirements of an internationally recognized standard, our customers are guaranteed to receive a quality product, time and time again.

Always striving to better ourselves and to meet or exceed the needs of our customers, we are working on conforming to the stringent requirements of ISO 17025 in order to officially accredit the competency of our laboratory. The scope of our accreditation will include activities such as metals analysis by ICP Spectroscopy, ions analysis by Ion Chromatography (IC), conductivity and pH certifications and Acid-Base Titration. Stay tuned for developments.

SCP SCIENCE is a member of the Chemical Reference Material Manufacturers' Association (CRMMA); an association of the major manufacturers of calibration standards whose mandate is "...to promote the production and marketing of high quality materials and to promote continuous improvement of industry products and standards..."

SCP SCIENCE is a leader in the field of standards and volumetric solutions and yet one of our key goals is to continually improve to serve you better. This catalogue includes many new products in response to your requests and to the new requirements of governments and organizations. Should you require a product that is not listed in this catalog, please do not hesitate to contact our Customer Service Group.

**USA**

Tel.: (800) 361-6820
Fax: (800) 253-5549

Canada / International

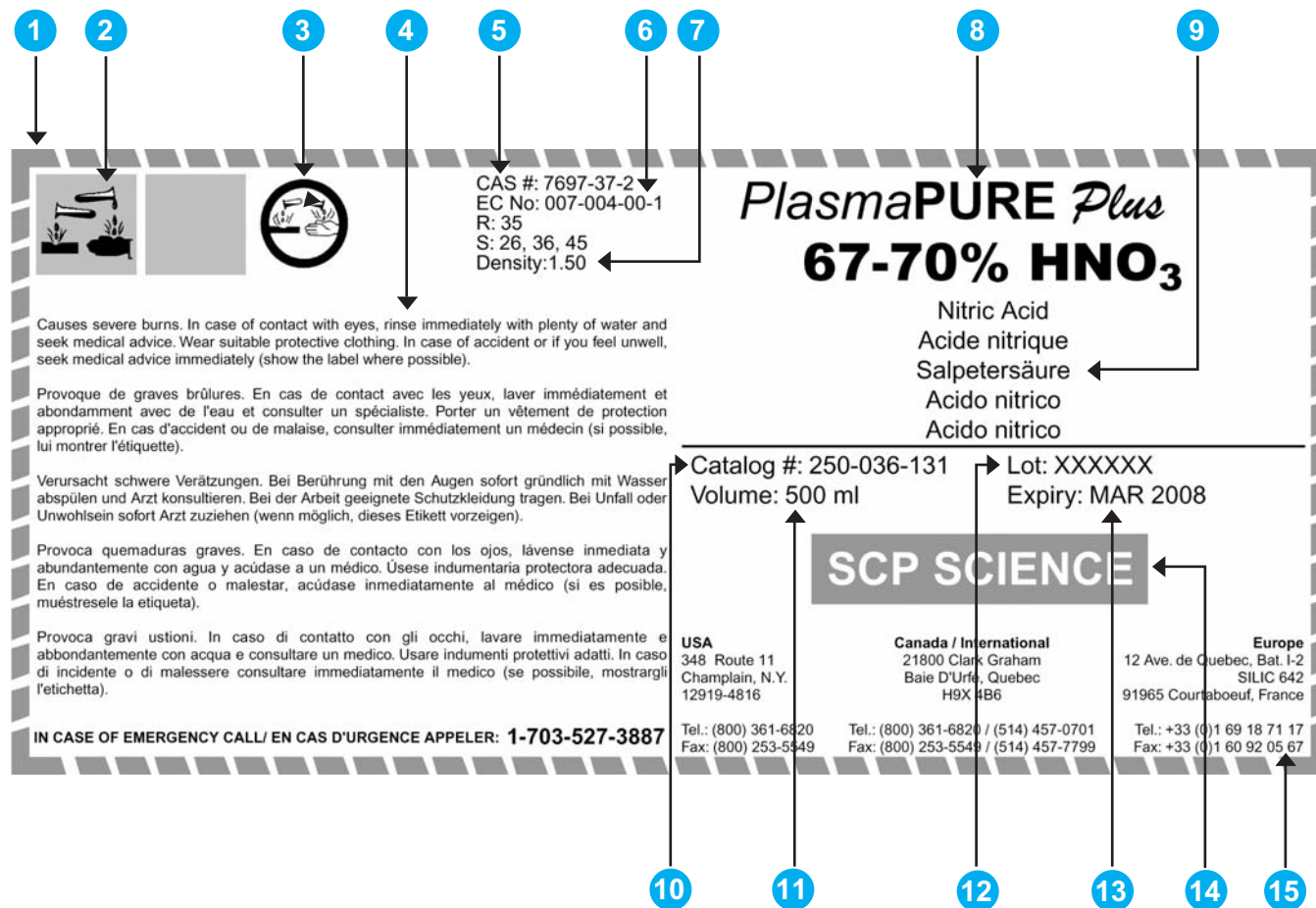
Tel.: (800) 361-6820 / (514) 457-0701
Fax: (800) 253-5549 / (514) 457-4499

Europe

Tel.: +33 (0)1 69 18 71 17
Fax: +33 (0)1 60 92 05 67

Product Label Information

SCP SCIENCE labeling provides technical and safety information in an easy-to-read format. Labels meet North American, European, and International regulations. For MSDS and Certificates of Analysis, please visit www.scpscience.com.

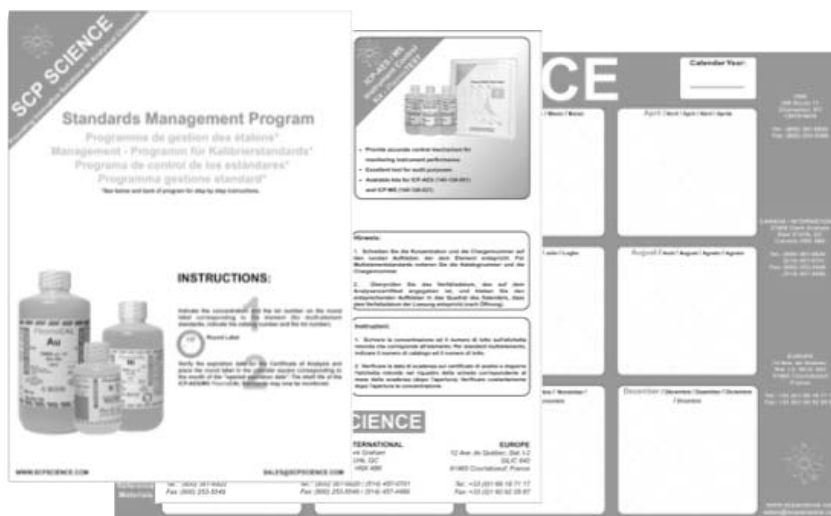


1. Canadian Workplace Hazardous Materials Information System: (WHMIS) border for WHMIS controlled products.
2. European Hazardous Pictogram
3. Hazard Symbols: in accordance with WHMIS classification.
4. Precautionary text in English, French, German, Italian, and Spanish, provides statements of hazards, precautionary measures and first aid guidance.
5. Chemical Abstract Services Number (CAS)
6. European Index Number
7. Density
8. Product Group
9. Product/Chemical name in English, French, German, Italian, and Spanish.
10. Catalog Number
11. Package Size
12. Lot Number
13. Expiry Date
14. Company Logo
15. Contact Information

Our Special Customer Programs

Standards Management Program

The Standards Management Program is an exclusive **SCP SCIENCE** feature which assists labs in tracking and stocking calibration standards. With your first order of *PlasmaCAL* standards, you will receive a monthly calendar and individual stickers for each standard on your order. Simply affix each sticker to the calendar in the square for the month corresponding to the expiry date. You now have a convenient, visual reminder of expiration dates.



Standards Bank Savings Program*

Use the **SCP SCIENCE** Standards Bank to reduce shipping costs when you qualify for a free standard or to synchronize Standards expiration dates. If you have qualified for a free 125 ml, 1000 µg/ml *PlasmaCAL* ICP-AES/MS standard (or a 500 ml, 1000 µg/ml AA standard), but do not wish to take receipt at the time of the order, simply request that the standard be placed in your "Bank Account". Simply withdraw the standard(s) when you are placing a *PlasmaCAL* standards order.



* Hazardous shipment charges are not included. The following elements are excluded from all special offers: Au, Ir, Os, Pd, Pt, Re, Rh, Ru, Sc & Tm.

Ordering Information

Technical Sales and Customer Service Representatives are ready to respond to your lab needs. It would be our pleasure to receive your order, respond to inquiries, and offer the support you deserve. When placing orders, please clearly indicate quantity, catalog number, and a brief description of each product. Written confirmation of phone orders is required when tax exemptions have been requested. Credit card orders must be confirmed with a signed fax. In North America, a minimum order of \$50.00 is requested; in Europe, a minimum order of 80 Euros is requested; outside North America and Europe, customers should consult their distributor for minimum order requirements.

To place an order or for more information:

SCP SCIENCE (in North America)

Hours: Monday - Friday
8:30 AM - 7 PM (EST)

Phone: (800) 361-6820 (toll free) or
(514) 457-0701

Fax: (800) 253-5549 (toll free) or
(514) 457-4499
(24 hours)

Email: sales@scpscience.com

Canadian

Mail: **SCP SCIENCE**
21800 Clark Graham
Baie D'Urfé, Québec
H9X 4B6
CANADA

USA

Mail: **SCP SCIENCE**
348 Route 11
Champlain, N.Y.
12919-4816
U.S.A

SCP SCIENCE (in Europe)

Hours: Monday - Friday
9:00 AM - 17:30 PM (GMT + 1)

Phone: +33 (0)1 69 18 71 17

Fax: +33 (0)1 60 92 05 67
(24 hours)

Email: sales@scpscience.com

Europe

Mail: **SCP SCIENCE**
12, avenue du Québec Bat. I-2
SILIC 642
91965 COURTABOEUF CEDEX
FRANCE

SCP SCIENCE (outside North American and Europe)

Contact your local **SCP SCIENCE** distributor or:

Phone: 1 514 457 0701

Fax: 1 514 457 4499
(24 hours)

Email: sales@scpscience.com

Terms of Payment:

"Net 30 Days" with established credit, unless otherwise arranged. New customers are asked to complete a Credit Application Form, listing their bank and three commercial references. For the convenience of customers without established credit, prepayment, including transportation charges (if applicable) and taxes, will release orders immediately for shipment. Visa, MasterCard, and American Express (US only) are accepted.

**Shipment:**

Courier or truck F.O.B. our Warehouses in Canada: Baie D'Urfé, QC; USA: Champlain, NY; Europe: Courtaboeuf, Paris, France. Insurance covering the full value of the shipment is included with the transportation charges. If you wish to select a specific carrier, and/or have insurance to cover your shipment, please contact us immediately.

Claims:

SCP SCIENCE takes great care in the packaging of goods prior to shipment. In the event that breakage occurs during shipment, claims for damaged merchandise must be made to the transport company and reported to **SCP SCIENCE** within 5 days of receipt of order. The damaged goods along with the original packaging must be kept, and a Damage Report Claim filed with the transport company. Claims for short-shipments should be made immediately with **SCP SCIENCE**.

Returns:

Returns must be authorized. Please contact **SCP SCIENCE** for a Return Authorization Number and proper shipping instructions before returning merchandise. No returns can be accepted without prior approval. Restocking charges may be applicable.

Customer Response:

SCP SCIENCE is at your service. We appreciate comments, criticism, and suggestions, and we will make every effort to meet your expectations for high-quality products and services. If you would like your name added to our mailing list, please contact **SCP SCIENCE**.

Disclaimer:

Products supplied are for laboratory use only and should not be used for any household, medical, or therapeutic application. **SCP SCIENCE** presumes that only trained and qualified individuals, familiar with procedures suitable to the products ordered, will handle them. Our customers are solely responsible for the safe storage, handling, and the use of these products.

Distribution:

SCP SCIENCE products are available worldwide through a network of distributors. Please contact **SCP SCIENCE** directly for the name and contact information of your local distributor. Distributor terms and conditions may vary.