

## Fisher Scientific General Information

Preferred supplier contract for:

- **Laboratory Supplies – Chemicals and Consumables**
- **Minor Equipment and Accessories valued under \$5,000**
- **Equipment Maintenance and Repair Services**

### Pricing / Ordering

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All products listed on the customized on line order system will indicate the net U of S prices. Within the next three months, the system will be further customized to display the supplier's published CAD list prices, net U of S prices and discounts for ordering through the University of Saskatchewan **eMarket**.

The preferred ordering method is via the **eMarket**, a web-enabled direct connect to the Fisher Scientific on line order system. An immediate additional 1% discount off the net U of S prices will be provided for goods ordered through the **eMarket**. To promote the **eMarket**, Fisher Scientific will provide an additional 2% immediate discount (total of 3%) for an additional twelve (12) month period. Set-up of an account can be done by registering through the Fisher link on the **eMarket**. Due to credit card security regulations, you will be requested to call Fisher Scientific to verify the linkage of your Standing Order or PCard number to your account.

### On Line System Training

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A training session can be requested through Angie Jansen at [angie.jansen@thermofisher.com](mailto:angie.jansen@thermofisher.com).

### Delivery Charges / Minimum Order, Handling, Installation & Assembly Charges

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There are no charges for delivery, minimum order, installation or assembly for lab Supplies and Minor Equipment supplied under this contract

### Maintenance and Repair Services

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Located in Innovation Place, a dedicated Instrument Service and Repair Technician as well as spare inventory parts are available. Discounted pricing applies to minor repairs, major repairs and parts.

Fisher Scientific offers a 4-hour response time guarantee for all service calls or emails received by their service coordinators between 8:30 am – 4:30 pm, Monday through Fridays (excluding STAT holidays). To access the Service group, please call 1-800-234-7437, Option 5 or email [fisherserviceswest@thermofisher.com](mailto:fisherserviceswest@thermofisher.com).

In addition to these savings, a Service Program can be setup on an annual basis to coordinate service for equipment in your lab or department, provided the unit can be serviced by the Fisher Scientific and the unit is in a serviceable state. The Program covers all service charges incurred, including but not limited to, parts, labour, installation, validation and preventative maintenance. All qualified service charges in this program will receive additional discounts for labour and parts.

### Programs for New Researchers and New Labs

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Programs have been designed to maximize valuable research funds and include special discounts and free product. Contact the Fisher Scientific account representative for more information.

## Special Order Items

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If you cannot locate a product in the on line ordering system, please contact the Fisher Scientific representative listed in the contact information for product information, pricing and availability. A special order catalogue is available upon request.

## Returns, Damaged Goods and Shortages

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Fisher Scientific will provide “hassle-free” returns for the U of S. No restocking charges will be applied to regular stocked products in condition for resale. Returns of special order items are to be handled on a case-by-case basis and will be subject to the return policy of the manufacturer, if ordered in error by the U of S.

Contact the Fisher Scientific Customer Service Representative for a **return authorization number** to ensure prompt processing of the credit. Authorization must be obtained in advance and products cannot be returned without this number.

In the case of damage or loss in transit the department should inspect the shipment and contact Fisher Scientific and the carrier within 48 hours of receipt. All containers and packing materials should be retained.

Hazardous materials authorized for return must be packed, labeled and shipped in accordance with TDG regulations governing transportation of hazardous materials and any other applicable requirements.

## Trade Shows and Learning Sessions

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**Laboratory, Lunch & Learns** – unique and pertinent lunch hour training will be provided in cooperation with Fisher Scientific supplier partners. Schedules will be posted on the **eMarket**.

**U of S Trade Show / Mini-Shows** – showcase new products and technologies.

**Webinars** – interactive internet training on new products and technologies hosted by our supplier partners. Schedules will be posted on the **eMarket**.

**Life Science, Analytical Instrument and Clinical Instrumentation Seminars and On Site Product Support** – co-hosted with Fisher Scientific partners Thermo Scientific, Alpha Innotech, Biotek, Rudolph, Cepheid, BMG, Horiba, Abaxis, Dienes, and others.

**Cart Shows** – bring new products and technologies lab-to-lab.

## Contact Information

University of Saskatchewan Contact List  
Phone: 1-800-234-7437

Support	Contact	Email	Phone
Sales and Technical Support	Angie Jansen, UofS Account Lead	<a href="mailto:Angie.jansen@thermofisher.com">Angie.jansen@thermofisher.com</a>	Ext 1504128
	Jim Schille, UofS Account Rep	<a href="mailto:jim.schille@thermofisher.com">jim.schille@thermofisher.com</a>	Ext 1506765
	Angela Carnrite, Life Science Instrument Specialist	<a href="mailto:angela.carnrite@thermofisher.com">angela.carnrite@thermofisher.com</a>	Ext 1504088
	Sanjay Soni, Life Science Specialist	<a href="mailto:sanjay.soni@thermofisher.com">sanjay.soni@thermofisher.com</a>	Ext 1506704
Customer Service	Kayla Hill, Dedicated Customer Service Representative	<a href="mailto:Kayla.hill@thermofisher.com">Kayla.hill@thermofisher.com</a>	Ext 1506633
Contract Administration and Product Support	Adam Bemrose, Contract Administrator	<a href="mailto:Adam.bemrose@thermofisher.com">Adam.bemrose@thermofisher.com</a>	Ext 1506335
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Instrument Service	Matthew Cherry, Supervisor West Ca For Service:	<a href="mailto:Matthew.cherry@thermofisher.com">Matthew.cherry@thermofisher.com</a> <a href="mailto:fisherservicewest@thermofisher.com">fisherservicewest@thermofisher.com</a>	Ext 1528317 Option 5
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