Manager: Kyle Long and Amanda Hallmark
Effective Date: 1/1/2026 – 12/31/2030
Number: CNR-01459
Commodity: Scientific Supplies

Contract Details:
VWR International is proud to have been selected as the Preferred Laboratory Supplier for Auburn University. VWR offers a broad range of scientific products, pricing that was analyzed and will provide cost savings, and additional added value services. To support this contract, the following FAQ is designed to provide the basic information to allow the laboratories to take advantage of the agreement. If you need Internet Ordering Help, visit VWR's Internet Ordering FAQ.

Frequently Asked Questions

Who should I contact regarding this agreement?
VWR has set up a team to support the Auburn University agreement, and it is led by your local account representative, Julie Woods, who is your main POC. Julie and her field support team can be reached at the following contact information for any technical or product specific questions:

- **Phone : 334-752-3039**
  Email: jonathan.flathman@avantorsciences.com
- **VWR Customer Service Phone: 800-932-5000**
  Email: customerservice@avantorsciences.com
- **Life Science Specialist-Tim Harrast**
  Email: tim.harrast@avantorsciences.com
- **Analytical Chemistry Specialist-Bill West** Email:
  william.west@avantorsciences.com
- **Lab Furniture Specialist-Jim Bryant**
  Email: jim.bryant@avantorsciences.com

What does this agreement include?
This competitively bid contract includes scientific chemicals, equipment, instrumentation, microscopes, supplies, and lab furniture.

Who do I contact for regular customer service support?
The toll-free number to reach the VWR Customer Service Team is 800-932-5000. Faxes can be sent to 610-728-2267, and emails directed to customerservice@avantorsciences.com. You can also reach out while logged into the system to the Customer Service Team through Chat.

How can I place orders?
Orders must be placed through the TigerBuy punchout. All orders under or over $5,000 will be placed on the requestor's PCard through TigerBuy.

You will no longer log in to the VWR website and do not need to set up an account as all employees are set up in TigerBuy to use the punchout suppliers.

When can I expect deliveries, and are there delivery charges?
VWR is committed to deliver in 24-48 hours from our regional distribution centers. The primary distribution center is located in Suwanee, GA. If an item shows "In Stock" on the website but backordered on your confirmation, then it may be in another VWR warehouse and can be sourced, at no additional charge, from there if there is an urgent need. Please contact the Customer Service Team for these situations. Please note that there are **no freight charges, temperature-controlled charges, or hazardous material charges** on standard deliveries to the University!

How are returns and exchanges handled?
VWR has instituted a 'no hassle' policy for the University, and a simple call to the customer service team will lead to an easy return or exchange. Requests involving any credit of $100 or less will be expedited without a need for a return of the product, unless desired by the user. Cancellations and returns can also be requested through vwr.com.

What suppliers are included in this agreement?
VWR is a distributor for the major manufacturers that you have been accustomed to using, as well as many new and proprietary suppliers. They include, but are not limited to; Beckman, Corning, ThermoFisher, Eppendorf, Agilent, BD, JT Baker, Microflex, Labconco, Antylia(Cole Parmer), Cytiva, DWK, Millipore Sigma, 3M, and many more. If you do not see the item on vwr.com, please reach out to Julie Woods to see if the item can be ordered through the contract. VWR also has the option for Open Requisition on the website to request an item be sourced if it is not listed on vwr.com. There are other options, as well, such as Custom Peptide quote requests and antibody selection through Iggy on vwr.com.

Is there a minimum order charge on this agreement?
There are no minimum order charges. We do encourage the bundling of as many items on single orders as possible, as it saves both the University and VWR added costs.

How can I access pricing?
By logging onto the VWR website through the TigerBuy punchout. You can see Auburn University contract prices with the applied discounts based on the negotiated contract pricing. If you do not have a personal profile tied to your email, please contact Julie Woods to get set up in the system. To set up a profile, all you will need is an active University account number, and your University email address. VWR, Part of Avantor - Chemicals and Laboratory Scientific Supplies

Is this my final pricing?
VWR has built the custom Auburn University website with pricing that was offered on the competitive bid and evaluated by the procurement committee. VWR has made every attempt to address the pricing needs of all departments. In the event that you find our discount program to not address your needs, or a price seems out of line from what you are used to, please alert Julie Woods so she can offer a competitive price quote, if possible. We will make every attempt to ensure that you are pleased with the results.

Who do I contact for Technical Assistance?
You may call the VWR Customer Service Team, and they can connect you with our Technical Product Support Team or email directly to TechnicalProductSupportNA@vwr.com You can also reach out to Julie Woods for assistance.

Are there any ordering restrictions of VWR products?
Some VWR products require a University license to order. These include some precursor chemicals, radioactives, and syringes. Please contact customer service should a product be identified as limited on the VWR website. If you need to order Tax-Free Ethanol/Alcohol, please do so through the Chemistry Supply Store, they hold the campus permit for this chemical. Supply Store - Chemistry & Biochemistry - Auburn University College of Sciences and Mathematics

Will VWR provide samples for products not used before?
Yes, just contact Julie Woods. VWR has committed to an aggressive sampling program that will allow you to test products for use in your lab. Equipment demonstrations may be set up should you require them, and on-site seminars will be scheduled to allow you to see and test the latest technology.

How will manufacturers be introduced to the University labs?
VWR will host manufacturers on campus on a regular basis and organize a "vendor fair" to include a large group of manufacturers pertinent to work being done on Auburn's campus. This is normally held in the Fall. VWR will also host smaller workflow vendor shows to highlight manufacturers relevant to the research being done in particular applications and workflows. If you wish to meet with a vendor rep, please contact Julie Woods to arrange a meeting/demo.

Are we required to purchase from the Preferred Vendor contract?
Yes, you are required to purchase from the Preferred Vendor Contract. Once you see the pricing on these contracts, we think you're going to WANT to purchase from them due to their very competitive pricing! Beyond that though, these vendors have been designated as the "Preferred Vendors" for AU for these particular commodities as the result of a competitive bid process. In general, making purchases outside the contract shouldn't be necessary. We understand from time to time there may be a justifiable reason to purchase off contract through a different vendor. However, when the need arises, you are potentially violating the bid law, as all of our contracts have been competitively bid and awarded. In that situation, please attach a note of explanation to the voucher/purchasing card recon. In some cases, PBS may follow up with you; in other cases, the Preferred Vendor may follow up with you.

Do I still buy specialty gases through Airgas?
Yes, campus should continue to purchase all specialty gases (i.e. nitrogen, oxygen, helium) through Airgas, as they hold AU's specialty gas contract.

Please contact Amanda Hallmark at amh0271@auburn.edu in PBS or call 844-3559 or Kyle Long at kdl0033@auburn.edu in PBS and call 844-3633, if you have any additional questions.