



U.S. Pharmacopeia  
The Standard of Quality™

**Dear USP Complimentary Product Recipient:**

Please note that the commercial invoice for your complimentary shipment has a price listed for the product. The value is included for customs clearing purposes only; there is no amount due to USP for this shipment.

Unfortunately, due to carrier restrictions, USP is not always able to make advance payment for any customs/duties charges that may apply to your shipment. If you are required to pay any customs charges for your complimentary product during the clearing process, please maintain your proof of payment for reimbursement by USP.

To request reimbursement for customs charges, please send proof of customs payment, a copy of the commercial invoice, your phone number and/or email address, and your bank's wire transfer information to USP's Customer Service Department. The documents can be sent via mail, fax or email, using the following contact information.

**United States Pharmacopeia  
Attn: Customer Service Department  
12601 Twinbrook Parkway  
Rockville, MD 20852  
USA**

**Fax: 301-816-8148**

**Email: [custsvc@usp.org](mailto:custsvc@usp.org)**

Once your documentation is received, USP will process your request or reach out to you should there be any questions. USP will cover any outgoing fees for refunds that are sent via wire transfer; however, please be aware that there may be incoming fees assessed by your bank.

We apologize for any inconvenience this may cause and thank you for your assistance.

Sincerely,

United States Pharmacopeia

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