



Invoice Frequently Asked Questions

Livestock/Poultry, Water Microbiology and Dairy Testing Businesses

IDEXX appreciates and values your business. Using input from our customers, we have created the new invoice to make IDEXX billing communications clearer and more concise; and to better reflect your transaction. Below are answers to some common questions about IDEXX billing and, specifically, about the new invoice. If your question is not answered below, please contact IDEXX Customer Service at the number indicated on your invoice or identified below.

1. Will I receive an invoice for each order I place?

Yes. Each order will create an invoice. However, all invoices issued on the same day with the same remittance address will be delivered in the same envelope. So you will receive fewer pieces of mail from IDEXX, but more items may be contained in each envelope.

2. Will the invoice identify credit card payments?

If you have directed us to use a credit card for the order, the invoice will indicate that no payment will be due.

3. What is the final balance due?

The total balance due on the invoice is the total of all items purchased on that invoice, plus any tax and shipping and handling fees. It is the amount you are obligated to pay to fully settle the invoice.

4. What are autopayments, and when are they charged to my credit card?

Autopayments are credit card payments prearranged to occur as a regular payment for IDEXX invoices. Autopayments are charged to the customer's specified credit card within the first 10 days of the month.

5. How do I sign up for the autopayment option?

Please contact IDEXX Customer Service at the following numbers:

Livestock/Poultry	1-800-548-9997
Water Microbiology	1-800-321-0207
Dairy Testing	1-800-321-0207

6. What is the contact number for IDEXX?

Please contact IDEXX Customer Service at the following numbers:

Livestock/Poultry	1-800-548-9997
Water Microbiology	1-800-321-0207
Dairy Testing	1-800-321-0207

7. Where do I remit my payment?

The remittance address is preprinted on the remittance section of the invoice. Please use the remittance segment of your invoice and insert it into the remittance envelope so the remittance address is displayed in the window. If you have lost the remittance section of the invoice, please visit the billing and product support main page or contact IDEXX Customer Service at the number indicated on your invoice. Please be sure your account number is clearly indicated on your payment.

8. Will the invoice identify the bill-to and ship-to parties?

Yes. If you have a billing address that is different from the delivery address, both will appear on the new invoice.

9. Will the invoice for Canada be in Canadian dollars? Can I pay in U.S. dollars?

All invoices to Canada will be in Canadian dollars (\$ Can). Invoices in Canadian dollars (\$ Can) cannot be paid in U.S. dollars. Please call IDEXX Customer Service at the number indicated on your invoice if you have questions about our payment policy.

10. Can I receive the invoice in a format other than mail?

Yes. You can choose to receive the invoice by mail, e-mail or fax. You can select which format you want by going to idexx.com/invoiceform and providing the information requested. If you select an e-mail format, an authentication e-mail will be sent to you. Your selection of the e-mail format will take effect as soon as you click the link provided in the authentication e-mail. If you choose to receive invoices by fax, you should begin receiving them the next business day.

11. What forms of payment do you accept?

For U.S. orders, IDEXX accepts company or personal checks, MasterCard®, VISA® and American Express®, as well as payments by wire. For orders from Canada, IDEXX accepts company or personal checks, MasterCard® and VISA®. We cannot accept cash via the mail.

12. What are your terms and conditions of sale?

The terms and conditions of sale that accompany your invoice or otherwise accepted by you for e-mail or fax invoices govern your transaction with IDEXX. The terms and conditions of sale are standardized for IDEXX's Livestock/Poultry, Water Microbiology and Dairy Testing businesses. If you have questions about these terms and conditions, please contact IDEXX Customer Service at the number indicated on your invoice or found on the IDEXX Billing and Product Support page.

13. Do I have to pay sales tax on items I order from IDEXX?

The determination as to whether or not a purchase is subject to sales tax is dependent on many factors. IDEXX may be required to collect sales tax from you by the states in which it operates. The taxability of your purchase may be effected by your providing us with a valid exemption certificate or by the laws in your state pertaining to the type of product or service you have purchased.

14. Can I pay only part of the charge indicated on the invoice?

The total due is the amount of your obligation to IDEXX. If you have questions about any item on any invoice, please contact IDEXX Customer Service at the number indicated on your invoice for clarification and resolution.