

MAST CUSTOM MANUFACTURING POLICY

MAST aims to provide customers with a high standard of product quality and customer service, and is an ISO9001 and ISO13485 certified company. Mast has an extensive range of products available from stock. Unique among diagnostic companies Mast also offers a renowned custom manufacturing service which guarantees to make products to customer specification with small minimum order requirements.

It is important that every customer understands the terms and conditions of this service, a summary of which covering the most popular products is provided in the table below. One important issue is that we specify the minimum order quantity for each type of product and while every attempt is made to achieve this actual number (or a higher quantity if ordered), the nature of the processes involved means the target quantity cannot be guaranteed – our guarantee is between 80 and 100% of the quantity ordered. The final quantity may also comprise more than one batch number. Exceptions though will be made for specific tenders if agreed in advance.

Another point to understand is that we can only manufacture in certain increments above the minimum quantity – our prices are based on this. In addition lower prices may be available for orders at the optimum level.

When we accept your order for custom manufactured products you are committing to buy them with the associated minimum order quantities, lead-times and our 80-100% volume guarantee. No order cancellations will be permitted.

Product	Min. order (packs)	Increments (packs)	Optimum (packs)	Lead time (weeks)
Cartridge discs	18	10	98	4 – 6*
Discs in vials	22	25	97	4 – 6*
Mastrings (number coded)	Initial order 10 Subsequent 10	10	100	4 – 6*
Mastrings (letter coded)	Initial order 20 Subsequent 10	10	100	4 – 6*
Adatab	14	15	44	4 – 6*
Selectavial/Selectatab ^A				4 – 6*
Mast Assure	1	1	50	8
Media Stock Formulae (5kg packs)	1	N.A.	20	4 – 6
Media Non- Stock Formulae	25Kg	N.A.	75Kg	12*

N.A. = not applicable

* Please note 4 – 6 weeks lead time refers to new strengths of currently used antibiotics or slight modifications of existing products. For products containing new antibiotics/materials which we have never worked with before there is an evaluation process which has to be performed leading to a minimum 12 week lead time. Specific delivery dates will be provided by quotation for such new products.

^A Minimum order, increments and Optimum quantities for Selectavial and Selectatab products are dependent on customer specifications and pack size. Minimum order quantity and prices will be confirmed by quotation.