

MAST CUSTOM MANUFACTURING POLICY

MAST has always been committed to high standards of manufacturing and customer service and is an ISO9001:2000 accredited company offering 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. 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.

Product	Min. order (packs)	Increments (packs)	Optimum (packs)	Lead time (weeks)
Cartridge discs	20	10	50	4 – 6 *
Discs in vials	20	10	50	4 – 6*
Mastrings (number coded)	Initial order 10 Subsequent 10	10	100	4 –6
Mastrings (letter coded)	Initial order 25 Subsequent 10	10	100	4 –6
Adatab/Selectatab	15	15	45	4 –6 *
Selectavial	15	15	75	4 –6 *
Mast Assure	1	1	10	8
Media Stock Formulae (5kg packs)	1	NA	20	4 – 6
Media Non- Stock Formulae	25Kg	NA	75Kg	6

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 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.