

## FREQUENTLY ASKED QUESTIONS

### I have problems with UPM Biochemicals Store. Where can I get help?

You will always reach our customer service persons via e-mail [store.biochemicals@upm.com](mailto:store.biochemicals@upm.com). We serve in you English and in Finnish.

### What is the company behind UPM Biochemicals Store?

UPM leads the integration of bio and forest industries into a new, sustainable and innovation-driven future. For more information about UPM, please visit [www.upm.com](http://www.upm.com).

UPM Biochemicals Store is a joint effort of two companies belonging to UPM Corporation, UPM-Kymmene Seven Seas Oy (Finland, VAT FI01345780) and UPM Inc (US).

### I'm a university student. Can I order products from UPM Biochemicals Store?

UPM Biochemicals Store is for B2B business only. This means that we sell only to companies, universities and research institutes, and unfortunately we do not sell to private persons like students.

### I do not have VAT number. What shall I do?

VAT-number is needed for companies located in EU. If you are located outside EU, please give your business identity number or tax code. If you are located in EU and you are purchasing for a company that does not have VAT number, please contact [store.biochemicals@upm.com](mailto:store.biochemicals@upm.com)

### I need additional information so that I can create UPM Biochemicals as a supplier to our company. How do I get that information?

Send an e-mail to [store.biochemicals@upm.com](mailto:store.biochemicals@upm.com) and ask for the additional information. Our customer service will provide you information you need.

### How can I pay my purchases? (Other countries except US)

When you place the order, you can choose between credit card payment and invoice.

If you choose credit card payment, you will be directed to the credit card payment service, which is located in Finland (you need to be allowed to use your credit card in Finland). We will send you a receipt of your credit card payment after we have shipped your products to you.

If you choose invoice, we will send you an invoice with payment information. Invoices need to be paid to Finnish bank account with bank transfer. We do not accept checks or cash.

The invoicing company is UPM-Kymmene Seven Seas Oy, VAT FI01345780.

### How can I pay my purchases? (US)

We will send you an invoice with payment information. If you are ordering products to US, it is not possible to pay with the credit card.

The invoicing company is UPM-Kymmene Inc.

### Can I get my invoice via e-mail?

While registering to UPM Biochemicals Store you can choose how you want to receive your invoices. You can choose between traditional paper invoice and e-mail invoice. You can also change this in “My Profile” section later.

### I have a purchase order from my company. Can I still order via UPM Biochemicals Store?

You can enter your purchase order number while placing the order. You can also include other additional information to the order. If your purchasing process requires that you send us your purchase order, you can send it to [store.biochemicals@upm.com](mailto:store.biochemicals@upm.com)

### I would like to buy product sizes that are not available at UPM Biochemicals Store. How do I do it?

Our Biomedical products are available in different package sizes on request. Please contact [store.biochemicals@upm.com](mailto:store.biochemicals@upm.com) for quotation.

Lignin products are also available for industrial production. Please contact [lignin@upm.com](mailto:lignin@upm.com) to hear more about our industrial scale products.