

Customer Support

Our Commitment to You

Baxa LTD

One company...earning
the trust of hospital
pharmacies, one safe
dose at a time.





Customer Service >>

Baxa Corporation was founded in 1975 with a mission to develop innovative products of superior quality for hospital pharmacies. Since 1990, Baxa Ltd has held the same product standards of superior quality and innovation. Today, the company's reach is global – the Baxa name is synonymous with practical fluid-delivery solutions for both the pharmacy and nursing environments.

- Over 20 years experience.
- More than 350 ExactaMix® Compounders placed in Europe and the Middle East.
- Market leader for pharmacy automation.

Our Customer Service representatives are ready to serve you with the most current product knowledge and the information to meet your needs.

Baxa Ltd Customer Service representatives are:

- The first point of contact for orders, enquiries and any other needs
- Qualified to help you find the right products to streamline your applications – quickly and easily
- Eco-friendly – Did you know Baxa Ltd has email ordering and automatic invoicing available?

Languages

Baxa Ltd has more than 20 years of experience in customer service excellence, ensuring that you get the unique support you need. Our multi-lingual customer service representatives support the most-common European languages including: English, French, German and Dutch.



Product Technical Support >>

Baxa Ltd Technical Support is here for you throughout the life of your Baxa products and equipment. Baxa Corporation and our suppliers have quality systems and agreements in place to ensure that our products meet your high standards.

Baxa Ltd Technical Support representatives provide:

- Extended product warranty service
- Service Contracts –so that you can be confident that your equipment receives proper maintenance
- Tailored installation process to suit your requirements
- On-site support for all Baxa products
- Follow-up communication to ensure your equipment is operating with the highest accuracy
- Technical files, material information and test data for Baxa products
- Drug Master Files for key products
- Certificates of Conformity
- On-site product engineering, testing, repairs and validation facilities



Orders & Distribution

Baxa products are available directly and through distributors. Contact Baxa Ltd for more information on +44 (0)1344 392902. Or, visit our web site at www.baxa.com.

In Europe, Middle-East and Africa, Baxa products are sold through the Baxa organisation and authorised distributors. A full listing of contacts is available online at www.baxa.com.

Direct

To place a direct order, call our Customer Service Team on +44 (0)1344 392902. To expedite your order, please have the Product Code and/or description and quantity, your order number and the invoice and/or delivery address ready.

Payment Terms

Upon approval, standard terms apply.

- Credit Applications available
- Proforma Invoicing available

Availability and Acceptance

All orders are subject to product availability and order acceptance.



Contact Us

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