

FAQs

1. Why is the pack size changing?

We are updating the pack size to optimize product usage, reduce waste, and provide more convenience to our customers. This change is part of our commitment to continuously improve our products and services.

2. Will the product formulation or quality change with the new pack size?

No, the product formulation and quality remain unchanged. Only the pack size has been adjusted.

3. When will the new pack size be available?

The new pack size will be implemented starting with the next available lot. Specific dates may vary based on stock availability. You will receive updates accordingly.

4. How will this change affect pricing?

There will be no changes in the price.

5. Will I still be able to purchase the old pack size?

No, Once the current inventory is depleted, only the new pack size will be available.

6. Does the pack size change affect storage or handling requirements?

No, the storage and handling requirements will remain the same.

7. How do I transition to the new pack size in my processes?

The new package size should be sufficient for compendial use for at least one preparation. No transition is needed.

8. Will this change affect my current order or contract?

If your current order is fulfilled from the existing stock, you will receive the original pack size. Any future orders will be processed with the new pack size.

9. Who should I contact if I have further questions?

For additional information or specific inquiries, please contact our customer support team custsvc@usp.org and RS tech team rstech@usp.org.

10. Is the repacked quantity enough for compendial use?

Yes, the quantity in the new pack is sufficient. Compendial testing requires 20 mg (15 mg for NMR and 5 mg for SEC). The new packed quantity will be 50 mg.

11. Can we reuse the product after opening for future use?

Any unused portions remaining after the container has been opened should be carefully stored in accordance with prudent laboratory procedures. Many variables are outside of the control of USP. Therefore, USP makes no warranties concerning the continued suitability of previously opened Reference Standards. Decisions concerning the proper use of previously opened Reference Standards are the responsibility of the user.

For more information

[Reference Standards FAQs | USP](#)

[View USP's policy statement on Shipping and Storage Conditions of USP Reference Standards.](#)

12. What if I need more Dalteparin Sodium Reference Standard for method validation or development?

More packs can be purchased as needed for method validation or development purposes.