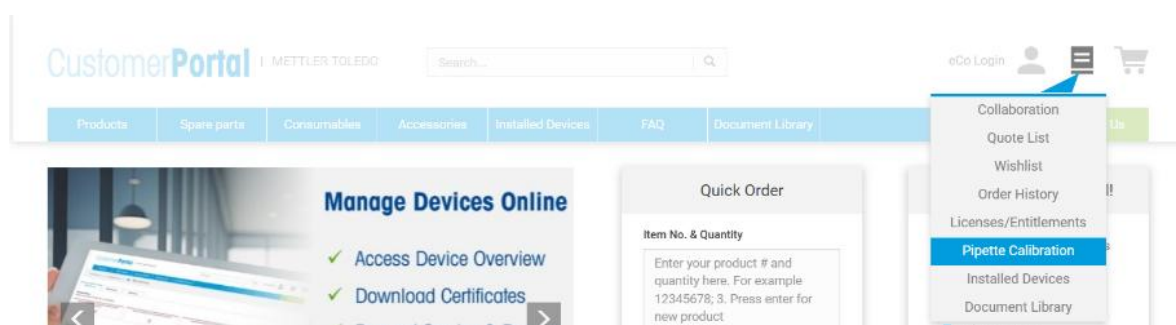


Online Ordering Pipette Calibration

CustomerPortal Navigation

We are now switching to online ordering for your mail-in pipette calibration via the METTLER TOLEDO CustomerPortal. This feature is user-friendly, available 24/7 and ensures ordering is efficient, giving you access to your pricing and service order history including status tracking and documentation. Learn more through the guide below.

1. Login or create a METTLER TOLEDO CustomerPortal account at [Login Page | METTLER TOLEDO UK Customer Portal](#).
2. You can access mail-in Pipette Calibration ordering via the notebook icon "My Features" at the top right above the navigation bar and then selecting "Mail-in Pipette Service".



3. Select the Service Plan that suits your requirements. For further details click on "more" link to open our Mail-in Service Plans overview page and choose the plan that best suits your lab's needs.

CalibrateLab

Convenient Mail-in Pipette Calibration Service

METTLER TOLEDO makes it easy to get fast reliable pipette service and calibration, performed in an environment controlled for temperature, vibration and humidity.

If your required service plan is not available, please call 0116 234 6705 or email us at pipetteservice.mt.uk@mt.com

1. Service Plan and Specifications						Service cart	
	As-Found	Preventive Maintenance	As-Returned	Calibration Certificate	Info	Your service cart is empty	
AS-FOUND ONLY	2x4 or 3x10		N/A	Part 7	more		
BASIC	N/A	✓	2x4	Part 7	more		

METTLER TOLEDO

4. Specify your pipette type and quantity, your pricing will be shown. Click the green cart button to add the pipettes to your Service cart. You can add multiple pipettes and pipettes that require different levels of service all to one order.

2. Specify Pipette Type and Quantity

For other pipette types, please [contact](#) your Rainin Sales Representative

Service Plan Type	Pipette Type	Price per item	Quantity	
BASIC	Single Channel (17800031)	£42.00	— 0 +	
BASIC	8 Channels (17800096)	£157.00	— 0 +	
BASIC	12 Channels (17800131)	£157.00	— 1 +	

Service cart

Service Plan

BASIC Single Channel x 2	£84.00	
BASIC 8 Channels x 1	£157.00	

Estimated Price: **£241.00**

CHECKOUT

5. Provide additional information such as your pipettes required specifications for return, whether repairs can be pre-authorized and add any special instructions.

If you require an ISO 17025 Calibration Certificate please advise us in the special instructions field.

3. Provide Additional Information

Information provided in this section applies to the entire order

Specifications As Found ⓘ

ISO 8655

Specifications As Returned

ISO 8655

Service Interval

6 Months

Pre-authorization for repairs

Please contact me with a quotation for s...

Special Instructions

ISO 17025 Calibration Certificate required.

Attachments

Select file ⓘ

UPLOAD

Service cart

Service Plan

BASIC Single Channel x 2	£84.00	
Basic Extended Single Channel x 1	£92.00	
Intermediate Single Channel x 2	£130.00	

Estimated Price: **£306.00**

CHECKOUT

6. When all pipettes are added to your Service cart you can “Checkout” to place your order. During the checkout process you can edit the contact person and return address details.

4. Contact person

Sarah Morris
sjmtest@proton.me
0797979797

EDIT

5. Return address

Mettler-Toledo Ltd.
MT-UK
64 Boston Road, Beaumont Leys
Leicester
LE4 1AW
United Kingdom

EDIT

Service cart

Service Plan

BASIC Single Channel x 2	£84.00
Basic Extended Single Channel x 1	£92.00
Intermediate Single Channel x 2	£130.00

Estimated Price: **£306.00**

7. Click “Next” and select your payment method and billing details. **Please be advised on your final invoice there is an additional delivery fee of £40/€50 to account for the return shipment of your pipettes.**

If you select “Invoice Payment” you will be required to enter a reference in the “Enter Purchase Order Number” field. If you do not have a purchase order number at this time you may use this field as a label for the order for your own reference purposes. You can upload a copy of your purchase order.

If you select “Card Payment” after placing the order, you will be redirected to the site of our payment provider, for credit card authorisation.

7. Payment Method

☒ Invoice Payment

☐ Card Payment

8. Billing

Test CRM
64 Boston Road
GLASGOW
G20 0SP
United Kingdom

EDIT

Enter Purchase Order Number* ⓘ
Lab 13 pipettes

Attachments (PO,Quote)
Select file ⓘ

UPLOAD

Service cart

Service Plan

BASIC
Single Channel x 2

£84.00

Basic Extended
Single Channel x 1

£92.00

Intermediate
Single Channel x 2

£130.00

Estimated Price:

£306.00

BACK

VALIDATE ORDER

8. Click “Validate Order” to progress to the “Checkout Summary” page. Here you can review your order and additional information, you can select “Back” to make amendments to your order.
9. You are required to complete the tick box to confirm that your pipettes are free of biological, chemical and radiological contaminants and agree to the METTLER TOLEDO standard Terms and Conditions.
10. To complete the order click “Create Order”. Once your order is submitted you will receive a confirmation email from MT Customer Service with an attached Service Order Confirmation PDF. Your order will also show in your “Service Order History”, where you can view the status and open “DETAILS” to download documentation relevant to this order.

My Features >> ▶ Service Order History		< BACK				
My Orders		My Service Orders				
		Open OrdersLast 30 DaysLast 3 MonthsLast 6 MonthsAdvanced Search				
PO #	Order No.	Order Type	Creation Date	Planned Service Date	Status	
C00564752	227878048	Mail-in Pipette Calibration	22/06/2026	N/A	Open – Awaiting Instruments Receipt	DETAILS

11. Prepare your pipettes ensuring that pipettes are clean and ready for calibration. Package your pipettes appropriately to ensure no damage is incurred during transit.

In the package include a signed copy of your Service Order Confirmation so that we can identify your pipettes on receipt. Your signed Service Order Confirmation replaces our decontamination form.

12. Mail your pipettes into the Pipette Service Centre stipulated on your Service Order.

13. We will notify you via email when your equipment has been received and is in the calibration process. A purchase order is required for all orders placed on account. If a purchase order has not been supplied we will contact you for your purchase order before returning your pipettes. All pipettes are returned in a re-usable box for your next METTLER TOLEDO service.

If you have any questions, please feel free to contact us quoting a service order confirmation number.

- MTUK-Pipette.PSC@mt.com – to request certificates/ ask technical questions/ check shipment of pipettes
- PipetteService.mtuk@mt.com – if you have any invoicing/ payment queries
- eCommerce.mtuk@mt.com – if you have any questions regarding placing your order online