

Customer Care Contact Directory

We're here to help.

Please contact your local Customer Care team using the details below.

Contact Details: UK	
Customer Care	Tel.: +44(0) 1256 694288
	Email: Microbiology.CustomerService.uk@thermofisher.com
	Hours: Monday to Friday, 8:00 am to 5:00 pm

Contact Details: Germany	
Customer Care	Tel.: +49 (0) 281-152-233
	Email: Microbiology.customerservice.de@thermofisher.com
	Hours: Monday to Thursday, 8:00 am to 5:00 pm Friday: 8:00 am to 3:00 pm

Contact Details: Austria	
Customer Care	Tel.: +43 (0) 800-297521
	Email: microbiology.customerservice.AT@thermofisher.com
	Hours: Monday to Thursday, 8:00 am to 5:00 pm Friday: 8:00 am to 3:00 pm

Contact Details: United States	
Customer Care	Tel.: +1(800) 255-6730 #1
	Email: CSEMAIL@Thermofisher.com
	Hours: Monday to Thursday 7:00 am to 6:00 pm, Friday 7:00 am to 5:00 pm

Contact Details: Canada	
Customer Care	Tel.: 1-800-267-6391 option 1
	Email: Canada.orders@thermofisher.com or oxid.ca.orders@thermofisher.com
	Hours: Monday to Thursday, 8:30 am to 5:00 pm Friday 8:30 am to 4:30pm

Contact Details: Italy	
Customer Care IT	Tel.: +39(0) 2 95059380
	Email: microbiologia.servizioclienti.it@thermofisher.com
	Hours: Monday to Friday, 9:00 am to 1:00 pm - 2:00 pm to 5:15pm

Contact Details: France	
Customer Care FR	Tel.: +33(0) 4725223370
	Email: microbiologie.commande.fr@thermofisher.com
	Hours: Monday to Friday, 8h00- 12h30 & 13h30 to 17:00

Contact Details: Spain	
Customer Care ES	Tel.: +34 913822029
	Email: microbiologia.atencioncliente.es@thermofisher.com
	Hours: Monday to Thursday, 8:00 am to 4:15 pm & Friday: 8:00 am to 2:30 pm

Contact Details: Denmark	
Customer Care DK	Tel.: +45 44 97 97 35
	Email: Microbiology.customerservice.DK@thermofisher.com
	Hours: Monday to Friday, 8:00 am to 15:30 – Friday 15:00

Contact Details: Netherlands	
Customer Care NL	Tel.: +31(0) 20 4106500
	Email: microbiology.customerservice.nl@thermofisher.com
	Hours: Monday to Friday, 8:30 am to 5:00 pm

Contact Details: Poland	
Customer Care	Tel.: PL +48 221 641 581 DE +49 281 152 322
	Email: microbiology.customerservice.PL@thermofisher.com
	Hours: Monday to Friday, 8:30 am to 4:00 pm

Contact Details: Switzerland	
Customer Care	Tel.: +41 (0) 61 271 66 60
	Email: microbiology.customerservice.ch@thermofisher.com
	Hours: Monday to Thursday, 8:00 am to 5:00 pm Friday: 8:00 am to 3:00 pm

Contact Details: Sweden	
Customer Care	Tel.: +46 (0)8 626 60 50
	Email: Microbiology.customerservice.SE@thermofisher.com
	Hours: Monday to Friday, 8:00 am to 15:30 – Friday 15:00

Contact Details: Belgium	
Customer Care	Tel.: +32(0) 9 2725786
	Email: microbiology.customerservice.be@thermofisher.com
	Hours: Monday to Friday, 8:30 am to 5:00 pm

Contact Details: Norway	
Customer Care	Tel.: +47 23 03 96 90
	Email: Microbiology.customerservice.NO@thermofisher.com
	Hours: Monday to Friday, 8:00 am to 15:30 – Friday 15:00

Contact Details: Finland	
Customer Care FI	Tel.: +358 10 329 2200
	Email: asiakaspalvelu@thermofisher.com
	Hours: Monday to Friday, 8:00 am to 4:00 pm

Contact Details: Czech Republic	
Customer Care CZ	Tel: +42 800 101 038
	Email: oxoid.cz@thermofisher.com
	Hours: Monday to Friday, 8:00 am to 4:00 pm

Contact Details: Brazil	
Customer Care	Tel.: +55 11 2730-3207
	Email: atendimento.sdg@thermofisher.com
	Hours: Monday to Friday, 8:30 am to 5:30 pm

Contact Details: China	
Customer Care	Tel.: N/A
	Email: lin.zhu@thermofisher.com ; wendy.shi3@thermofisher.com
	Hours: Monday to Friday, 0.00 am – 5.30 pm (China Standard Time)

Contact Details: Singapore	
Customer Care	Tel.: +65 60164799
	Email: CustomerService.MBDSingapore@thermofisher.com
	Hours: Monday to Friday, 8:30 am to 5:30 pm

Contact Details: South Africa	
Customer Care	Tel.: +27 11 792 6790
	Email: SDG.SSA_CustomerServiceZA@thermofisher.com
	Hours: Monday to Friday, 8:30 am to 5:00 pm

Contact Details: Hong Kong	
HK Customer Care	Tel.: +852 - 2407 8450
	Email: hk.orderenquiry@thermofisher.com
	Hours: Monday to Friday, 9:00 am to 6:00 pm

Note: Business hours are listed in the local time zone for each country/region.