



What happens after you send us your online enquiry

Our objective is to make it easy for you to find information about [the products we supply](#) on our website. We appreciate that you might have specific questions about our products or collaboration opportunities, so your enquiries by phone or online are very welcome.

Sales enquiries (including Quote Requests) are dealt with by a sales representative for your geographical location. Technical enquiries are sent to a relevant technical expert based on the product selected from the proposed list.

We all know how frustrating it can be when we submit an enquiry online and are not sure what happens next. So here we have compiled a short brief on the subject.

What happens with my online enquiry after it is submitted?

Your online enquiry to our [Sales team](#) (including a Quote Request) will be sent to a relevant sales representative for your geographical location. This could either be one of our team members based in your country or a contact from our global sales team responsible for your geographical territory.

Your online enquiry to our [Technical team](#) will be forwarded to one of our global technical experts looking after a specific product. If you have enquired about a new product or collaboration opportunities by selecting "New product" or "Other" from our product list, your request will be sent to our Business Development team.

When should I expect a response?

Our teams work hard to respond to online enquiries without delays. However, if the enquiry is not straightforward and requires obtaining additional information it might take a bit longer to get back to you. We apply the following approach when dealing with online enquiries:

- **If your enquiry is about a product which we supply:** our Sales or Technical team will be in touch with you shortly.
- **If your enquiry is about new product development opportunities:** our Business Development team will be in touch with you shortly.
- **If your enquiry is about a product which might be supplied by another Johnson Matthey business:** we receive a number of enquiries about chemical products which are not supplied by our business. There is a chance that some of these products are available from other Johnson Matthey businesses. We endeavour to do our best to advise you on the appropriate options and refer you to the right contact. However, this might take some time.

- **If your enquiry is about a Safety Data Sheet:** please note that we are only able to respond to enquiries about Safety Data Sheets (SDS) for the products listed on this website. Please download the available SDS from [individual product pages](#).
- **If your enquiry is about a product not supplied by Johnson Matthey:** we would like to encourage our website visitors to look through our [online catalogue](#) to become familiar with products which are supplied by our Chemical Products business. For the products and services supplied by other Johnson Matthey businesses please visit Johnson Matthey [corporate website](#). We are not always able to respond to enquiries about products which are not supplied by Johnson Matthey.
- **If you are a supplier offering your products and services:** we will get back to you if there is an interest in your proposal.