

Ordering restricted products from Culture Collections

Some bacterial and viral strains supplied by NCTC and NCPV are classified as restricted products. These require additional paperwork and, in some cases, a UK export licence before shipment. Here is what happens once you place your order.



The National Collection of Type Cultures (NCTC) and the National Collection of Pathogenic Viruses (NCPV) are both operated by the UK Health Security Agency (UKHSA).



Learn more at

Place your order

You place an order for your chosen strains.



Our Order Processing Team will check whether any products in your order are restricted.

Required forms provided

If any items are restricted, we will send you the required forms to complete via the customer service desk.



Each product in your order may require specific paperwork or forms, including the End User Undertaking form, based on its restrictions, regulatory requirements and your location.

Submit completed forms

You complete and return the necessary forms and End User form.



Our Biosecurity Team will review all details and let you know if any amendments or additional information are needed. Corrections may result in delays.

Export Licence Application (if applicable)

Once the End User Undertaking form is completed correctly, we will apply for an UK export licence.



Licence approval typically takes 6–8 weeks from submission.

We can only ship restricted products once the UK export licence has been granted.

Specialist Shipping (if applicable)

Some strains may require specialist shipping through a dangerous goods courier.



We obtain a quote (valid for 30 days) and share it with you for approval.

Once approved, we will prepare your order for shipping.

Order Dispatch

Once all paperwork and approvals are complete, we schedule collection with our courier.



We will confirm the shipment date with you and dispatch your order safely.

*Please note restricted product orders can take additional time due to regulatory and documentation requirements. Please factor this into your planning. We will keep you informed at each stage and provide timelines during the order process.