

StatLab and American MasterTech FAQ's

Why did StatLab partner with American MasterTech?

American MasterTech has a reputation for high quality products and excellent customer service, which is consistent with StatLab's mission and vision. They offer a broad selection of stains and other laboratory products that will complement StatLab's H&E portfolio in order to fulfill our commitment to meet all needs of the anatomic pathology laboratory.

Does anything change with my current ordering process?

No. If you are an American MasterTech customer, please continue to order products through them as you do today. If you are a StatLab customer, please continue to order through us as you do today.

Can I order American MasterTech products through StatLab or StatLab products through AMT?

No, not at this time. Please continue to order directly from each company.

Will my products or packaging change?

No changes to products or packaging are being made this time.

Will my pricing change at either company?

No changes in pricing will be made at this time.

Will my sales representative change?

No, please continue to communicate with the same point of contact that you do today.

Who do I contact for technical assistance?

For technical assistance with American MasterTech products, please contact American MasterTech directly at 800-860-4073.

For technical assistance with StatLab products, please contact StatLab directly at 800-442-3573.

Who do I contact for customer service?

American MasterTech's customer service can be reached directly at 800-860-4073. StatLab's customer service can be reached directly at 800-442-3573 or via email at orders@statlab.com.

If I order products from both companies, will they ship separately?

Yes. At this time, orders from American MasterTech will ship from American MasterTech's warehouse in Lodi, CA. Orders from StatLab will ship directly from StatLab's distribution facilities.