

IMPORTANT ORDERING INFORMATION

ORDERING

Please choose the ordering method most convenient to you. You may order by phone, fax, or online. We can advise you on the products we carry, delivery times, and current pricing.

Bound Tree Medical Customer Service:

Mon-Fri, 7:30am - 8:00pm (EST)

Toll Free: **800-533-0523**

Order by Fax: **800-257-5713**



FREIGHT POLICY

We reserve the right to determine the means of shipping. All orders are shipped F.O.B. ORIGIN (Shipping Point). All shipments are made at the purchaser's risk. Shipping and handling charges will be prepaid and added to the invoice of all open account and credit card purchases.

TERMS AND PLACE OF SALE

We reserve the right to accept or reject any and all orders, regardless of the manner in which the order is made. Orders become valid, and the sale shall be deemed made in Henniker, Merrimack County, NH; Tempe, Maricopa County, AZ; Dublin, Franklin County, OH; Visalia, Tulare County, CA; Southaven, Desoto County, MS; and Memphis, Shelby County, TN (as applicable) subject to the terms set forth herein. All sales are subject to the laws of the States of NH, AZ, OH, CA, MS, TN (as applicable) and venue for all disputes shall be in the courts of NH, AZ, OH, CA, MS and TN (as applicable). No change, modification or revision of your order shall be valid unless agreed to in writing by Bound Tree Medical. Any terms and conditions set forth in the buyer's purchase order shall not materially alter terms and conditions set forth herein. Terms: Net 30 days, F.O.B. Henniker, NH; Tempe, AZ; Visalia, CA; Southaven, MS; Memphis, TN. If in our opinion the financial condition of the purchaser at any time does not justify continuance of shipment on the terms of payment specified, we may require full or partial payment in advance.

TAXES

The amount of the present or future sales, revenue, excise or other taxes applicable to the products listed herein shall be added to the purchase price and shall be paid by the purchaser, or in lieu thereof, the purchaser shall provide us with a tax exemption certificate acceptable to the taxing authorities.

DELINQUENT PAYMENT

Accounts delinquent over 30 days will be charged at a rate of 2% per month or 24% per annum. Accounts past due 45 days revert to C.O.D. status.

PRODUCT RETURN POLICY

Prior to returning a product, please contact the Bound Tree Medical Customer Service Department at 800-533-0523 to obtain a return authorization number. This will help us to expedite your return and allow us to give you the proper credit. Once you have received your authorization number please follow the return policy guidelines.

All pharmaceuticals, items with expiration dates, and items that are subject to FDA tracking requirements are not returnable. Bound Tree Medical will only accept returns for pharmaceuticals if it was an error on our part. If so, please contact us within 5 days of receipt of the product to obtain an RMA number.

If Bound Tree Medical makes an error in fulfilling or shipping your order, we will promptly rectify the mistake at no cost to you. If we have made an error and you wish to return the product(s) to us, notification must be received within 5 days of receipt.

Following the initial error notification, please follow the return policy guidelines:

Non-returnable Items Include:

1. A product that is a special order.
2. Items that have been marked or engraved.
3. Items returned with broken packaging or not in original packaging.
4. Customized items, any sterile product that has been opened or items determined by Bound Tree Medical not to be in resalable condition.
5. Product that is more than 60 days old from the invoice date.

Return Policy Guidelines:

1. Items returned within 30 days of the invoice date will not be subject to a restocking fee.
2. Items returned 31 – 60 days from the invoice date will be subject to a 15% restocking fee.
3. Items older than 60 days from the invoice date will not be accepted in our warehouse and will be returned to the customer.
4. Please write the RMA number clearly on the package label.
5. Enclose a copy of the original invoice or packing list in the box.
6. Send the package freight prepaid.
7. Returns must be received by Bound Tree Medical within 30 days of issuance of RMA number.

RETURN FOR REPAIRS

Items to be returned for repair must be prepared according to the most recent OSHA requirements. Items must be properly cleaned and verified with a statement on the outside of the package. Proof of purchase must be included with all manufacturer's warranty repairs. Please contact our Customer Service Department for additional information.

CLAIMS

All claims for damage occurring in transit must be made upon receipt of goods by customer directly to the carrier. Please save all boxes and packing material. All shipment errors must be reported immediately upon receipt to Bound Tree Medical Customer Service.

WARRANTIES

NO EXPRESS WARRANTIES AND NO IMPLIED WARRANTIES WHETHER OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR USE, OR OTHERWISE (EXCEPT AS TO TITLE), SHALL APPLY TO US WITH RESPECT TO THE PRODUCTS SOLD BY US, AND NO WAIVER, ALTERATION, OR MODIFICATION OF THE FOREGOING CONDITIONS SHALL BE VALID UNLESS MADE IN WRITING AND SIGNED BY AN EXECUTIVE OFFICER OF BOUND TREE MEDICAL.

CREDIT POLICY

Government agencies and municipalities may purchase on open account. All others may apply for open account status by completing a Credit Application. Individuals may purchase by prepaid orders (Money Order), Master Card, VISA, Discover or American Express.

DELIVERY

Orders are usually shipped within 48 hours of receipt. Special items take longer. If we are temporarily out of stock, items will be back-ordered and shipped upon receipt. Continental United States orders are shipped prepaid via United Parcel Service (UPS) unless size or weight limitations dictate otherwise. Bound Tree Medical shall not be liable for loss or damage of any kind resulting from delay or inability to deliver on account of fire, labor disputes, accident, acts of civil or military authorities, or from any other cause beyond our control.

PRICING

The prices shown in this catalog are current at press time. However, because of fluctuating market prices, it is difficult to maintain an exact price. Therefore, prices are subject to change without notice and will be invoiced with the prices in effect at time of shipment, except in the case of daily specials and sales flyers with specific ending periods. Every attempt will be made to notify you prior to shipment of any price variation.