

## **Terms and Conditions**

### **Shipping**

SHS, SELECT HEALTH SERVICES LLC ships to the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Guam, the US Virgin Islands and US Territories. Freight is prepaid on all orders of stocked items shipped within the 48 contiguous United States via ground service. Orders under \$100 (under \$300 for reseller customers) will be charged an \$11.00 handling fee. In-stock orders placed by 4pm, Monday through Friday, will ship the same day. Orders destined for Alaska, Hawaii or Puerto Rico are shipped via UPS Second Day Air (except hazardous/ORM materials). Orders destined for Guam or the US Virgin Islands are shipped via USPS Express Mail (except hazardous/ORM materials). Freight charges will be added to invoices outside the contiguous 48 states. Please call for further information. Shipping charges are subject to change without prior notification.

### **Premium Shipping Options**

For orders totaling up to \$300 and shipped within the contiguous 48 states of the USA, UPS Next Day shipping is available for \$30, and UPS Second Day shipping is available for \$20. For orders totaling over \$300, standard published book rates will apply for UPS Next Day and Second Day shipping. Refrigerated/ship-on-ice (SOI) orders are sent following standard terms and conditions as stated below. Hazardous materials are excluded from air shipments and are sent following standard terms and conditions as stated.

### **Drop Ship Items**

Customer pays all shipping charges on special order drop shipments. Furniture and large equipment is shipped to your dock. Additional charges will be applied for lift gate service, inside delivery, or set up. Drop shipped items are sent directly from manufacturers and standard published book rates for UPS Next Day and Second Day shipping apply.

### **Shipped On Ice (SOI)**

Any item requiring refrigeration may be shipped separately from the rest of your order. Items are shipped on ice Monday through Wednesday only, and will arrive in two business days. Add **\$6.95** per order to cover additional handling. Refrigerated items cannot be returned.

### **Hazardous Materials (HZM)**

The Department of Transportation has determined that Hazardous Materials require special handling. Add **\$40.00** per order to cover additional handling. Call Customer Service at 1-800-234-1464 for details on the return of Hazardous/ORM Materials.

### **Controlled Substances - DEA License Required**

In order to ship controlled substances to you, a copy of your current DEA License and DEA Declaration Form must be on file with us.

### **Microbiology Products**

Orders under \$25.00 for microbiology products will incur a **\$5.00** handling fee.

### **Prescription Drugs, Devices and Controlled Drugs**

Prescription drugs, devices and controlled drugs can only be sold to registered and fully licensed customers. We must have a copy of the valid state license or DEA Registration on file.

### **Backorder Policy**

All backordered items will be shipped immediately upon receipt from our supplier. We will call buyer prior to dispatching shipment to verify item is still required and to obtain new shipping information. If item is no longer required it will be cancelled from your order.

**Payment Terms**

For your convenience, SHS, SELECT HEALTH SERVICES accepts Visa, MasterCard, American Express and Paypal. You may also apply for an open account, and upon credit approval, your order will be shipped "Open Account-Net 30 Days." Invoices will be dated as of the date of shipment. Late charges at the rate of the lower of 1.5% per month or the highest rate permitted by law may be charged on past due accounts. All payments shall be made in United States dollars and may be made by check, wire transfer, Visa, MasterCard or American Express. A \$25.00 fee will be assessed for each returned check. Any freight charges for special handling or for shipments outside the contiguous USA will be added to your invoice, F.O.B. point of origin.

**Prices**

Due to unforeseen manufacturers' price increases or decreases, pricing is subject to change without prior notification. Buyer is hereby advised that it may be obligated to fully and accurately disclose the amount of any discounts, rebates or other price reductions in cost reports or claims for reimbursement by buyer to Medicare, Medicaid or other health care programs requiring such disclosure.

**Returns**

We make every effort to accurately pack and ship your order. If you encounter a problem, please follow the Return Policy Instructions below:

- Special and custom orders are not returnable, but any defective parts will be replaced.
- Returns cannot be shipped C.O.D.
- Please include at least one of the following with the returned product: invoice number, order number and/or account number.
- Credit will be given for incorrectly shipped, damaged, or defective products within 45 days of invoice. In order to receive full credit, returned products must be unopened and in sellable condition.

**Returns Within 30 Days**

If you are not 100% satisfied with your purchase, SHS, SELECT HEALTH SERVICES will replace the item or provide a credit for the full merchandise amount, less any shipping charges.

**Returns Beyond 30 Days**

Items returned after 30 days require prior approval and may incur a restocking fee. Call Customer Service at 1-877-737-6111 for further information.

- All Rx returns must be requested by customers and approved by Customer Service within 7 days of invoice and the product returned to us within 15 days accompanied by a packing slip or invoice.
- All Over-The-Counter and Prescription Medications that do not meet date requirements must be reported within 5 days of receipt and then verified through the warehouse for stocked merchandise dating.

The following products have return restrictions or cannot be returned. Please call Customer Service at 1-877-737-6111 for further information.

- Controlled Substances
- Diagnostic Test Kits
- Discontinued Products
- Drop Shipped or Special Order Products shipped from the manufacturer
- Expired Products
- Hazardous/ORM Materials - Call Customer Service for details
- Items Shipped on Ice or Dry Ice
- Opened or Defaced Products
- Used Instruments
- Oxygen Tanks

**Damaged Shipments**

All packages should be inspected for shipping damage before accepting delivery. If damage has occurred, customer should note the extent of the damage on the freight bill and call Customer Service immediately at 1-877-737-6111. SHS, SELECT HEALTH SERVICES' responsibility for loss or damage ceases when the carrier accepts the products. When notified, SHS, SELECT HEALTH SERVICES will file a damage claim for the goods shipped, issue credit for the damaged goods, and ship replacement goods. All damage claims must be completed within 5 days of receipt of merchandise.

**Missing Merchandise**

Please report all missing merchandise to Customer Service at 1-877-737-6111 within 5 days of the invoice date. Occasionally cartons separate during shipping, but missing items should arrive within 1-2 working days. Any Controlled Substances missing from your order must be reported within 72 hours of receipt.