



TERMS AND CONDITIONS

- 1) **PAYMENT TERMS:** Each invoice is due on or before the due date specified on the invoice. A monthly service charge of 1.5% will be applied to all invoices paid after the due date shown on the invoice. Statements will be sent out once a month. Please use statements to verify you have received all open invoices. We accept Visa, Mastercard, and American Express for ordering convenience. However, when making payment by credit card the credit card information must be provided to your customer service representative when you place your order. Your credit card will be processed the same day the order is shipped (Point of Sale). Credit cards cannot be used in conjunction with other payment terms i.e. "Net 30".

Please send payments to: Seacoast Medical, LLC
13423 Lynam Drive
Omaha, NE 68138

If you have any questions, please contact: Scott Brown-Controller and/or Carmen Thorne-A/R
(402) 593-1360 --- Local
(800) 243-5126 --- Toll Free Phone
(877) 681-6544 --- Toll Free Fax

- 2) **PRICE PROTECTION:** None. Prices are subject to manufacturer price increases without notice. We will attempt to notify customers of price changes in advance, when possible.
- 3) **SHIPPING CHARGES:** All shipped orders under \$100.00 will be assessed a \$13.50 shipping/handling charge.

All shipped orders over \$100.00 will be shipped freight free, with the following exceptions.

- All shipped orders to Hawaii and Alaska customers will incur all freight charges.
 - All Medical Supply orders are shipped via UPS Ground only. All other freight requests will be incurred by customer.
 - C.O.D. customers will be shipped via UPS, incur all freight and C.O.D. charges. All refrigerated items sent outside our one day UPS Ground delivery zone will be shipped via UPS 2-Day Ground or UPS 2-Day Air. If the customer requests Next Day Air (Saver) by 5:00 PM, a \$29.00 overnight charge will be added to the invoice. If UPS Next Day Air Saver is not available, the rate difference between UPS Next Day Air and UPS 2-Day Air will be added to the customer's invoice.
 - All non end user customers will incur all freight charges
 - All non stock items (non-inventory items) on backorder will incur all freight charges
- 4) **SHORTAGE, DAMAGES, and CLAIM:** We will take the necessary steps to package your order completely and carefully; however, if you experience any of the following problems, refer to our Return Policy.
- Damaged or broken merchandise
 - Shortage, excess, or incorrect item(s)
 - Incorrect billing
- 5) **RETURN POLICY:**
- All claims should be made within 48 hours of receipt of goods.
 - Please request a Seacoast Returns Good Authorization (RGA) Form.
 - All expired product (s) must be shipped prepaid with a completed Returns Good Authorization Form. All RGA Forms will be considered expired if not processed within 30 days.
 - Credit for returned merchandise will be at the lower of the prevailing price, or the invoice price.
*******No refund checks will be issued*******
 - Refrigerated items are non-returnable unless shipped in error by Seacoast Medical. Please contact your customer service representative to arrange for special shipping instructions.
 - Products ordered in error are returnable and incur a shipping charge.
 - Saleable non – refrigerated goods, (returned within 30 days and/or returned with at least 6 months dating prior to its expiration date and is in re-saleable condition), will receive 100% credit.
 - If returned after 30 days, a 25% **handling/reprocessing fee** will be assessed.
 - Manufacturers' return policies will apply to all outdated, damaged, or seasonal merchandise.
 - All unauthorized returns will not be eligible for credit.
 - No deductions can be taken until a credit memo has been issued by Seacoast Medical.