

## customer services

### mederi shipping address only:

1143 northern blvd. box 243 clarks summit, pa 18411

web: info@medericlinicals.com e-mail: info@medericlinicals.com customer service: 1-866-646-3374 (m-f) 9 a.m. - 5 p.m. est

### order status

to check your order status call customer service: 1-866-646-3374 (m-f) 9 a.m. - 5 p.m. est

### shipping info

all orders will be shipped by u.s. mail or united parcel service unless otherwise specified. next day air, second day air, 3 day select and saturday delivery is available upon request. most orders are shipped within 72 hours. custom orders usually require some additional time. please allow 1-2 weeks delivery time.

### restocking fee

Any returned order or individual items will be subject to a 25% Restocking Fee, plus the shipping costs accrued.

### delivery refusals

it is very important that someone will be at the address to accept your package. if an order is refused, you will be charged for shipping and a 25% restocking fee. no further orders will be shipped until your bill is satisfied.

### damage claims

damages must be reported within 48 hours of receipt.

### unconcealed damage

in the event you should receive a package that has been opened or damaged; make sure the driver notes this fact on the delivery sheet. you should immediately contact u.p.s. so they can inspect the shipment. if the driver does not note this, then you have accepted this package in good condition; and nothing can be done about the damages and shortages.

### concealed damage

if there is damaged merchandise when you unpack your order; follow these instructions carefully. save the original carton and all packing material. call u.p.s. and inform them of your damaged shipment. u.p.s. will send an inspector to inspect your packages. call mederi (1-866-646-3374) and we will start processing your claim. we cannot replace damaged merchandise if a claim has not been placed with u.p.s.

## site policies

### privacy statement

email addresses are not used for junk email purposes by medericlinicals.com and are not sold to third parties. medericlinicals.com reserves the right to change the privacy policy from time to time. a revised policy will apply to information collected after the date the policy is changed.

### 365 refund policy

if you are not satisfied, you may return the item for a full refund or exchange within 30 days (less shipping & handling) after 30 days we will honor an exchange equal to the amount of the original purchase (not including shipping and handling). returns/exchanges must be received in unused, resellable condition within 30 days after the shipping date. you must acquire a return merchandise authorization (rma) number prior to returning the item. rma's are available by sending an email or calling with the order number and the item(s) number(s). once you have received an rma#, you may send the product back to us at your expense. we will not accept a collect or c.o.d. return. we will ship you a replacement at our expense (applicable within the continental usa only). if return is for a refund, the shipping and handling will not be refunded. mederi reserves the right to refuse any return that does not have an rma # on the box.

### returned checks

in the event your check is returned for any reason, you will be charged \$35.00. no further orders will be shipped unless your bill has been cleared.

## terms of use

### accounts

payment arrangements should be on file prior to ordering. pricing structure should be established in your mederi clinicals account order form. any questions or to set up an account call 1.866.646.3374

### minimums

\$100 minimum on all wholesale orders / no retail minimums. we have no per piece minimums.

### international orders

all foreign orders must be prepaid, there is no c.o.d. service to foreign countries. you are responsible for all duties and taxes from customs. there is a 5% bank fee on all foreign orders placed with a credit card.

### legal

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