

Policies and Terms

Payment Terms: Terms are – Net 30 days. Statements will be sent out once a month. If paying by statement, please pay the total amount shown in the bottom right hand corner. Indicate the invoice number(s) on your statement stub, and return it with your payment. A service charge of 1/5% will be applied to all invoices delinquent by 30 days or more.

Please send payments to: Emed Medical Company
P.O. Box 347
St. Louis, MO 63042

Price Protection: Prices are subject to manufacturers price increase **without notice**. We will attempt to notify customers of price changes in advance, when possible.

Shipping Charges: All order under \$100.00 will be assessed shipping charges in accordance with our rate chart. Orders which meet or exceed the \$100.00 minimum will be shipped freight free, with the following exceptions.

- ? When dry ice is called for on all air deliveries, a \$10.00 hazardous material fee will be added to your invoice.
- ? C.O.D. accounts will be shipped via UPS, incur all freight charges and will have an additional \$5.00 fee added to your invoice.
- ? All refrigerated items sent outside our one day UPS ground delivery zone will be shipped via UPS 2-day. If customer request overnight delivery, the customer will be charged an additional amount between \$5.00 & \$7.00 depending on the weight of package.
- ? Flu orders – prepaid freight on (25) vials / 25 boxes of syringes or one per ship to location.

Shortage, Damaged and Claims: 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 items (s)
- ? Incorrect billing

Return Policy:

- ? All claims should be made with (48) hours of receipt of goods.
- ? Please request an Emed “Return Authorization Form”
- ? All returns must be shipped prepaid and include a completed “Return Goods Authorization Form.
- ? If merchandise was shipped in error by EMED freight charges will be credited back to your account.
- ? Credit for returned merchandise will be at the lower of the prevailing price, or the invoice price.
- ? Refrigerated items are non-returnable
- ? Re-Saleable goods (returned with 30 days) will receive a 100% credit. If returned after 30 days, a 15% **handling/processing fee** will be assessed.
- ? NO REFUND CHECKS WILL BE ISSUED.