



**Medical
Mart**
Together Improving Lives

TERMS AND CONDITIONS

ORDERS

- Orders are subject to acceptance by Medical Mart Supplies Limited.
- Minimum amount of an initial order is \$50.00.
- Minimum order for prepaid freight is \$100.00 before taxes for Nursing Homes, Physicians, Dentists and Veterinarians. Minimum order for prepaid freight for Hospitals is \$300.00 before taxes.
- Medical Mart Supplies Limited does not ship prepaid to the Yukon, NWT, or Nunavut.
- Orders are binding when accepted and confirmed by Medical Mart Supplies Limited. Acceptance is subject to final approval by the Credit Department, Account Information Form and acceptance of all terms and conditions of sale by the customer.

PRICES

- Prices are subject to change without notice.
- Prices published at the time of order will be honoured. Errors and omissions excepted.
- Only an officer of Medical Mart Supplies Limited may alter this agreement and pricing.

PAYMENT TERMS

- Payment terms are NET 30 DAYS, O.A.C.
- A service charge of 1 1/2 % per month will be assessed on all past due invoices, as well as expenses, attorney fees and court costs which seller incurs by reason of buyer's default.

SHORTAGES, ERRORS & DAMAGES

- Inspect all shipments carefully. Verify total number of cartons.
- All damages must be noted on the bill of lading at the time of delivery. All claims for lost or damaged goods and concealed shortages must be made to the delivering carrier claims department within 5 days of receipt of goods.
- Shortages, errors and manufacturers defect must be reported to Medical Mart Supplies Limited Customer Service Department within 5 working days of delivery.
- Merchandise will be replaced, or a credit will be issued at the discretion of Medical Mart Supplies Limited.
- Merchandise damaged due to improper use or customer abuse will not be accepted for return.

CUSTOMER SERVICE

Toll Free: 800-268-2848
905-624-6200
Direct: 855-633-4669
905-624-7004
Fax: 800-563-6937
905-624-6018
www.medimart.com

RETURN GOODS POLICY

- Products cannot be returned without a return authorization number issued by a Medical Mart Supplies Limited Customer Service Representative.
- All requests to return goods must be made to Medical Mart Supplies Limited with the following information:

- a) Account number.
- b) Invoice and purchase order number.
- c) Catalogue number.
- d) Quantity and unit of measure.
- e) Lot number and expiration date.
- f) Specific reason for return.
- g) Packing slip.

- All merchandise must be returned clean and unaltered, in original packaging. Merchandise returned not meeting these conditions would be returned to sender and no credit issued.
- Items being returned must be re-packaged into a larger container to protect the original packaging of the product.
- A label must be attached to the outside of the re-packaged item(s) showing the authorization number and Medical Mart Supplies Limited address.
- Products returned with alterations or damage to the original packaging, or that have been defaced, including writing on the package, will not be accepted for return.
- Merchandise with less than 6 months shelf life will not be accepted for return.
- Any merchandise not returned within 30 days of receipt or within 15 days of the date of authorization will not be accepted for return.
- A minimum restocking fee of 25% will be imposed on merchandise that is not defective. An additional restocking fee may apply, or merchandise may not be eligible for any credit depending on the manufacturer's policy. This will be determined at the time a return authorization number is issued.
- Custom and special orders are not eligible for return for credit.
- Customer is responsible for freight charges when returning merchandise for reasons other than a Medical Mart Supplies Limited error.
- Medical Mart Supplies Limited reserves the right to deny any refund.

CANCELLATIONS

- Orders cancelled after shipment has occurred will be subject to the return goods policy, and the customer will be responsible for return freight charges.
- Custom and special orders cannot be cancelled if in process by, or in transit from the manufacturer.