

U.S. Terms and Conditions

CONTACT INFORMATION

- Phone: +1 (909) 626-5888 or +1 (800) 632-6746, Hours: Mon-Fri: 7:00 AM to 5:00 PM, PST
- Fax: +1 (909) 626-3888 – 24 hours a day
- Address: Customer Service, 708 Corporate Center Drive, Pomona, CA 91768 USA
- Warehouse: Amsino Medical Inc., 700 Enterprise Street, Aurora, IL 60504 USA. Hours: Mon-Fri: 8:00 AM - 4:30 PM, CT
- General Email: info@amsino.com
- Email Orders: usorderdesk@amsino.com or
- Credit Card Orders: usorderdeskcc@amsino.com
- Customer Service: cssupport@amsino.com
- Website: www.amsino.com

NEW CUSTOMERS

- All new customers require a credit check to get payment terms approved. Customers will be asked to complete a credit application. Initial review may take up to 48 hours. For larger customers review may take up to 2 weeks.
- All orders prior to credit approval must be pre-paid. Prepayments can be made with credit cards or wire transfer/ACH.
- For COVID products Amsino will request prepayment prior to shipment unless contract is in place. Amsino has the right to adjust COVID pricing at any time. All sales final and no returns.
- For prescription-only (Rx) products, customers must provide appropriate proof of licensure.

TERMS OF PAYMENT & INVOICE BILLING

- Make checks payable to Amsino International, Inc. and mail to 708 Corporate Center Drive, Pomona, CA 91768, USA.
- Payment by ACH or wire transfer are also accepted.
- Invoices not paid according to terms of sale are subject to a 1.5% per month late payment penalty.
- For late paying customers, Amsino reserves the right to hold orders until payment has been made in full or to revoke credit.
- Amsino is not responsible for sales taxes.

RETURNS

- Authorization to return products must be obtained from Amsino's Customer Service Department prior to the return of any goods. Failure to obtain authorization will result in denial of the return.
- To obtain authorization, the following must be provided: Product Number, Lot Number, Quantity, Reason for Return.
- Amsino's Customer Service Department will provide a Return Goods Authorization Number (RGA). This number must be on the packing slip of the returned products in order to receive credit.
- A 10% restocking fee will be assessed to last-minute cancellation of orders after the shipment has been processed but not yet shipped.
- Orders canceled after freight has shipped will be subject to product return fees:
 - 20% restocking fee
 - Return freight
 - \$100 handling fee

PRODUCTS NOT ELIGIBLE FOR RETURNS

- Unauthorized returns
- Products that have been mishandled or abused
- Opened cartons
- Custom products
- Discontinued products
- Products purchased more than 90 days prior to return request
- COVID products

MINIMUM ORDER

- \$500.00 minimum per order
- \$60.00 handling fee for orders less than minimum
- \$2,000.00 minimum first time order for new accounts

FREIGHT & DROP SHIPMENT

- Customers pay for freight unless the minimum requirement has been met. The drop ship fee is \$60 per order unless waived by management.
- For customers with a contract, those freight terms apply.
- Min \$2,500 - Free freight for medical disposables
- Min \$10,000 - Free freight for combined orders including sterile water or saline products, and medical disposables.
- Min \$12,000 - Free freight for sterile water or saline products.
- Pumps - Free freight with a minimum order of \$2,500. Orders not meeting the \$2,500 FFM will be shipped FOB Illinois, USA.
- Freight subject to fuel charge.

CONTAINER SHIPMENT

The following conditions apply to Delivered Duty Paid (DDP) customers only:

- Customer Delivery Schedule - Customers are required to schedule delivery within 2 business days after being contacted by Amsino or Amsino affiliated trucking company.
- Failure to meet the delivery requirement will result in a \$500/day late penalty.
- Empty Container and Notification - Customers are required to empty container and notify Amsino within 2 business days after delivery. Failure to meet the delivery requirement will result in a \$500/day late penalty.

NOTES

- Product availability, free freight and pricing is subject to change without prior notice.
- Concealed Damaged Shipments must be reported to Amsino along with a copy of the inspection report or waiver within 3 business days from receipt of product. According to the National Motor Freight Classification Supplement 49 4949 U.S.C. 14706 and 49 CFR Part 370, 30013, all Concealed Damages must be reported into the appropriate freight carrier no more than (5) five days from delivery of shipment.

