

U.S. Terms and Conditions

CONTACT INFORMATION

- Phone: +1 (909) 626-5888 or +1 (800) 632-6746
Office Hours: Mon-Fri: 7:00 AM to 5:00 PM, PST
- Fax: +1 (909) 626-3888
- Headquarters: Amsino International Inc.
708 Corporate Center Drive, Pomona, CA 91768 USA
- Distribution Center: Amsino Medical Inc.
700 Enterprise Street, Aurora, IL 60504 USA.
Shipping Hours: Mon-Fri: 8:00 AM - 4:30 PM, CT
- Purchase Order Email Submission: usorderdesk@amsino.com
- Customer Service: cssupport@amsino.com
- Returns and Shipment Claims: RGA@amsino.com
- General Email: info@amsino.com
- Website: www.amsino.com

NEW CUSTOMERS

- All new customers require credit approval to have 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 card or wire transfer/ACH.
- 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.

MINIMUM ORDER

- First -Time Orders: Minimum order of \$2,000 is required for new accounts.
- Subsequent Orders: Minimum order of \$500 is required for all subsequent orders.
- Handling fee: A \$60 handling fee will be applied to orders that do not meet the minimum order requirement.

FREE FREIGHT MINIMUMS (FFM)

- Medical Disposables: Orders of \$1,500 or more qualify for free freight.
- Sterile Water and Saline Products: Orders of \$10,000 or more qualify for free freight.
- Orders Below FFM: The buyer is responsible for freight costs on orders not meet free freight minimums.
- Drop Ship Fee: A \$60 fee will be applied for direct shipments to a third party.

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 of 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.

RETURN GOODS AUTHORIZATION

- Authorization to return products or file a mis-shipment claim must be obtained prior to the return of any goods. Failure to obtain authorization will result in denial of the return.
- To obtain a Return Goods Authorization, provide the following to RGA@amsino.com:
 1. Purchase Order Number
 2. Product Code
 3. Case Quantity
 4. Lot Number
 5. Reason for Return

RETURNS

- A 10% restocking fee will be assessed on orders canceled 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 return:
 - Unauthorized returns
 - Products that have been mishandled or abused
 - Opened cartons
 - Custom products
 - Discontinued products
 - Products purchased over 90 days prior to return request
 - COVID products

SHIPMENT CLAIMS

- Shipment damage must be noted on the signed POD at the time of delivery and reported to RGA@amsino.com within 3 business days of delivery.
- Once the return shipment is received by Amsino, the RGA Specialist will confirm receipt via email.
- Shipment claims notified to Amsino beyond 3 business days of delivery will be denied.

NOTES

- Product availability, free freight and pricing are subject to change without prior notice.

