

# **POLICY AND PROCEDURES**

## **How to Order**

Orders may be placed by fax, phone, online [sales@guromedusa.com](mailto:sales@guromedusa.com) or directly with your sales representative. To insure proper process of your order include product code, description, quantities, and cost. To receive tracking on your order include your email address on order form. No minimum order is required.

## **Shipping & Handling within contiguous 48 United States.**

All orders will incur a flat fee of \$15.00 for shipping and handling (20lbs. and under). Orders 21 lbs. or more, freight charge will be applied to the invoice.

Orders over \$3,000.00 will be shipped freight prepaid (excludes: Hawaii, Puerto Rico, Alaska, Virgin Islands, Guam, and Samoa Islands). Most orders ship within 24 hours via ground, with the carrier of our choice-unless specified by the customer. Express delivery is available at the customer's expense. Orders received by 1:00 pm CST will be processed and shipped the same day.

## **Terms & Payment**

We offer net 15 or net 30 days for pre-approved accounts. Credit applications are available at [www.guromedusa.com](http://www.guromedusa.com) or call 1-866-559-0095 to have an application faxed to you. Payments made after 30 days is considered late, a fee of \$50.00 will be assessed. Monthly interest of 10% accrued to the balance of the invoice until paid in full. Credit Cards: MasterCard, Discover, and Visa, Checks and Money orders accepted. Purchase orders will be accepted for established accounts.

## **Sales Tax Exemptions**

To be exempt from sales tax GUROMED USA must have your Tax Exempt or Resale certificate on file.

## **Return Procedure**

Contact Customer Service at 866-559-0095 or 210-366-0423, Monday thru Friday 8:00-5:30 CST for a Return Authorization Merchandise Number and instruction prior to return; to insure proper credit is given. This procedure must be followed on damaged items also. Return shipping will be paid by the customer. When returning the item, it is the customer's responsibility to ensure the items are properly packaged and protected prior to return shipping. Damaged items or incorrect shipment, please contact GUROMED USA within 24 hours to report damage item or improper shipment of item, so we can issue a replacement as soon as possible. For damaged or incorrect shipment of products, GUROMED USA will incur the expense of return shipment. If your package is visibly damaged note the damage on the receiving document; note damage prior to signing; refuse the shipment as damaged or report damage to carrier within 48 hours.

## **Return Policy**

Credit will be issued on returns, to the original purchaser account, within 30 days of items shipped. All returns are subject to a 25% restocking fee. Exchange orders will be invoiced and a credit will be issued when the exchange item is received in resalable condition. We are in the process evaluating return policy, please call.

**GUROMED USA**  
**10414 Gulfdale**  
**San Antonio, Texas 78216**  
**1-866-559-0095 210-366-0423 Fax: 210-366-0095**