



DEPARTMENT OF VETERANS AFFAIRS
Federal Supply Service
Authorized Federal Supply Schedule Price List

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!™, a menu-driven database system. The INTERNET address for GSA Advantage!™ is GSAAvantage.gov

Medical Equipment and Supplies
FSC Group 65, Part II, Section A
FSC Classes: **6510, 6515, 6530**

Contract Number: **36F79718D0350**
Contract Period: February 01, 2018 to January 31, 2023

*(For more information on ordering from Federal Supply Schedules, enter the following address into your web browser:
<http://gsa.gov/portal/category/100623>)*

AvKARE, Inc,
615 North 1st Street
Pulaski, TN 38478
Phone #: 931.292.6222
Fax: 931.292.6229
www.AvKARE.com

Business Size: **Small**

<input checked="" type="checkbox"/> APPROVED	<input type="checkbox"/> DISAPPROVED
<input type="checkbox"/> APPROVED AS AMENDED	
SUPPLEMENTAL PRICE LIST TO BE DISTRIBUTED BY	
<input type="checkbox"/> CONTRACTOR	<input checked="" type="checkbox"/> GOVERNMENT
EFFECTIVE DATE: <u>2/16/2018</u>	CONTRACT REVISION: <u>September 2012</u>



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Business Size: **Small**

Revised September 2012

“Prices Shown Herein are Net (discount deducted)”

Customer Information:

1a. List of awarded special item number(s):

- SIN: A-2A Plain Applicators/Swabs/Wipes/Pads
- SIN: A-2B Treated Applicators/Swabs/Wipes/Pads
- SIN: A-5 Binders/Suspensories
- SIN: A-8A Disposable Surgical Hand Instruments (Includes instrument accessories)
- SIN: A-8B Reusable Surgical Hand Instruments (Includes instrument accessories)
- SIN: A-10 Cannulas, Airways, Tubes and Accessories (All styles, types and sizes, except those relating to blood transfusion and IV apparatus)
- SIN: A-11B Suction Catheters (excluding urinary catheters) All styles, types, and sizes, except those relating to blood transfusion.
- SIN: A-11C Other Catheters (excluding urinary catheters) All styles, types, and sizes, except those relating to blood transfusion
- SIN: A-15A Needles, Hypodermic
- SIN: A-16 Stockings (Anti-embolism/Compression only)
- SIN: A-17 Sutures, Suture Needles, Staples, and Extractors (All types and sizes)
- SIN: A-18A Sets, Kits and Trays, Disposable (Such as irrigation kits and blood gas kits (excluding first aid kits and urinary products)) Procedural/Instrument
- SIN: A-18B Sets, Kits and Trays, Disposable (Such as irrigation kits and blood gas kits (excluding first aid kits and urinary products)) Treatment
- SIN: A-18C Sets, Kits and Trays, Disposable (Such as irrigation kits and blood gas kits (excluding first aid kits and urinary products)) Other
- SIN: A-21D Disposable Contamination Containers- Other
- SIN: A-22C Urine and Specimen Collection Products (excluding laboratory products) Urinary Catheters
- SIN: A-22D Other Urine and Specimen Collection Products (including urometers, flowmeters, etc.) (excluding urine test strips)
- SIN: A-23B Bags, Heat/Cold (Ice)
- SIN: A-25C Orthopedic/ Surgical Supports Immobilizers/Soft Goods (including Stockinettes)
- SIN: A-25D Orthopedic/Surgical Supports Positioners (excluding Wheelchair Positioners)
- SIN: A-25E Orthopedic/ Surgical Supports
- SIN: A-25G Orthopedic/ Surgical Supports (other)
- SIN: A-26A Incontinent Products, Pads, Bed Linen, Protective
- SIN: A-26B Incontinent Products, Diapers
- SIN: A-26C Incontinent Products, Other
- SIN: A-30 Restraints and Patient Enclosures, Adult and Pediatric (medical application)
- SIN: A-31 Drapes, Surgical (Aseptic, surgery application only)
- SIN: A-32 Hospitalware, Plastic/Stainless (Medical use only, such as bedpans, urinals, sponge bowls, and watersets)
- SIN: A-33A Hospital Clothing (Patient/nurse/doctor) Disposable
- SIN: A-33C Hospital Clothing (Patient/nurse/doctor) Impervious Disposables (Includes masks/shields, goggles, gowns, jumpsuits, personal protection kits (excluding first aid kits), and mortuary packs/shroud kits)
- SIN: A-41 Electrosurgical Apparatus with accessories and replacement parts

- SIN: A-45 Suction/ Aspiration Equipment with accessories and replacement parts. Includes suction canisters. Excludes suction catheters
- SIN: A-46 Secondary Oxygen Equipment with accessories and replacement parts. Includes but is not limited to flowmeters, regulators, immersion heaters, and hose assemblies
- SIN: A-47 Oxygen Concentrators with accessories and replacement parts
- SIN: A-50A Physiological Monitors with accessories and replacement parts. Vital Signs
- SIN: A-64 IV Pumps with administration sets, accessories and replacement parts. Excludes chemicals and needles.
- SIN: A-65 Pumps, patient Feeding, Enteral with administration sets, accessories and replacement parts. Excludes drugs, chemicals and needles.
- SIN: A-71 Whirlpool/Hydrobaths and Bath Units, Medical with accessories and replacement parts.
- SIN: A-72 Stimulators, Muscle, Nerve, and Pain Control with accessories and replacement parts.
- SIN: A-74 Flotation Pads/ Mattresses for Therapy Includes Intermittent Pressure Pumps and Pads. With accessories and replacement parts.
- SIN: A-75 Hypothermia / Hypothermia Systems with accessories and replacement parts.
- SIN: A-77 Transfer Apparatus, Patient with accessories and replacement parts
- SIN: A-79 Tables, Patient Examination, Treatment and Operating with accessories and replacement parts
- SIN: A-80 Lights, Surgical, Ceiling, and Surgical Stand with accessories and replacement parts.
- SIN: A-81 Chairs and Stools, Patient Examining with accessories and replacement parts. Excludes dental
- SIN: A-82 Carts, Medication, Patient Application with accessories and replacement parts
- SIN: A-83 Carts, Medical Supplication, Patient Application
- SIN: A-84 Cabinets, Medical and Surgical with accessories and replacement parts. Includes surgical scrub stations.
- SIN: A-85 Cabinets, Warming
- SIN: A-87 Instrument Stands/ Tables (Surgical)
- SIN: A-88 Ultrasonic Cleaning Systems
- SIN: A-89 Sterilizer and Sanitizer Equipment. Includes laboratory units and transportation units. Excludes control indicator/aids, tapes, and wrappers.
- SIN: A-90B Sterilization Products (Excluding equipment accessories, such as trays, baskets, and other various hardware items) Tapes
- SIN: A-90C Sterilization Products (Excluding equipment accessories, such as trays, baskets, and other various hardware items) Wrappers and Bags

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply: **See Below.**

SIN	PRODUCT NUMBER	DESCRIPTION	FSS PRICE WITH IFF
A-2A	12607	READY CARE* SUCTION DENTASWAB* WITH DENTIFRICE (MAY BE USED WITHOUT READY CARE SUCTION VALVE) 25CS	\$19.39
A-2B	CRR108008	Carraklenz cleanser wound microklenz 8ox spray 6/ca	\$29.85
A-5	525	6in ABD Binder Fits to 50in 1/EA	\$13.01
A-8A	60223	CB-X*II DUAL-ENDED CLEANING BRUSH, 1.65MM X 240CM CATHETER, 4MM BRISTLE DIAMETER 10CS	\$54.82
A-8B	PCMS1611	PHARMA-CHEMO MAT: STERILE, LINT LESS, HIGHLY ABSORBANT, NON-POROUS BACKING 11"X16.5"	\$267.20
A-10	12603	READY CARE* CLOSED SUCTION COMPONENT, ANGLED-TIP SUCTION SWAB 25CS	\$22.83
A-11B	12604	READY CARE* CLOSED SUCTION COMPONENT, ORAL SUCTION TIP 25CS	\$17.31
A-11C	62290	ASPIRATION CATHETER, 2.5MM X 180CM SINGLE LUMEN CATHETER WITH DISTAL FLANGES 5CS	\$235.80
A-15A	183A34	QUINCKE SPINAL NEEDLE, 25 GAUGE, 2.5" LENGTH 25CS	\$90.60
A-16	RA-331	Low Cut Padded Sole Sock Small White 1/EA	\$10.59
A-17	PHSPHR-610LSQ	SQS GRAY TUBE 10 FT, CASE OF 5	\$425.66
A-18A	16602	Y - Connector 10/BX	\$37.56
A-18B	60435	QUICK-TAP PARACENTESIS KIT WITH 15GA X 3.25" CALDWELL NEEDLE/CANNULA 5CS	\$215.52
A-18C	122	READY CARE* CLOSED SUCTION, SINGLE PATIENT, ORAL CARE KIT WITHOUT PROBES 50CS	\$147.53
A-21D	9900	REP 15 1/2" WSTBSKT ADAPTR ROD	\$25.84
A-22C	490	UroDynamic Tube Holder 50/BX	\$101.36
A-22D	316	Hold-n-Place Foley Catheter 10/BX	\$45.32
A-23B	33725	JUMBO-PLUS REPLACEMENT BLADDER, 8.5IN. X 11IN., 2-LAYER CONSTRUCTION 24CS	\$67.59

A-25C	653	PediPrints Bendable ArmBoard 10/BX	\$60.28
A-25D	40-101-EA	Tubular Foam Roll - 6 Feet - Flat 1 Roll 5.5" x 72"	\$16.10
A-25E	702	Post-Surgical Bra Medium 1/EA	\$22.60
A-25G	70-6016S	Sand Bags (Neo-Natal) 6 X 1/2"	\$42.73
A-26A	42800	TENA/Serenity Heavy Regular 6x14 US	\$39.22
A-26B	62326	TENA Day Light 6x24	\$25.04
A-26C	65720	TENA Ultra Wash Cloths 48ct	\$42.31
A-30	55299	TS-30* PERSONAL UTILITY STRAP 24CS	\$58.36
A-31	89618	BACK TABLE COVER, ZONE-REINFORCED, 44IN. X 90IN., STERILE 28CS	\$53.91
A-32	120118	REP PLASTIC BIN-10 7/8 X 8 1/4 X 5	\$33.10
A-33A	99284	Kc100 Surgical Gown Large, Sterile 20 20CS	\$63.80
A-33C	48100	THE LITE ONE* Surgical Mask, Blue 300CS	\$29.01
A-41	PMF18-54-10	RADIOPAQUE RF CANNULAE 18GAX54MMX10MM 10CS	\$233.63
A-45	TWSA1X-NF-NF-0N	Adult Cont-Full Suction Regulator, Analog Gauge, No Fittings	\$118.37
A-46	THSE-AIR-4NCND	Medical Air Hose, 1/4" ID, Non-Conductive, Per Foot	\$1.23
A-47	TAOBH-NNDI2-NN	High Flow Air/Oxygen Blender	\$544.66
A-50A	46-0573	PATIENT DIARY LCF, ENG,ITA,FRA,SPA,POL	\$0.27
A-64	1936101	PCA YELLOW CAP(BX/25)	\$21.05
A-65	0105-06	MIC* FEEDING TUBE ACCESSORY, 6" EXTENSION TUBING WITH BOLUS AND CHRISTMAS TREE CONNECTORS AT OPPOSITE ENDS 1EA	\$3.40
A-71	PHS3050	REVOLVER SWIVELING SHOWER SEAT	\$232.48
A-72	PMA-GP-BAY	GROUNDING PAD, WITH CORD 1EA	\$17.10
A-75	00809-02	FILL DRAIN TUBE, MODEL 1000 1EA	\$11.10
A-77	PTF1000-31	STRETCHER 5TH WHEEL TRANSPORT 35-9/16"W x 83-3/8"L / Patient Surface 31" W X 75" L	\$3,301.52
A-79	T0082-3442	ADJUSTABLE TABLE FOR OVER OPERATING TABLE 34"W X 42"D	\$2,513.46
A-80	SH0001-L	SINGLE SHELF OVER SINK WITH LIGHT	\$182.30
A-81	4908	9" High Rigid Step Stool	\$42.10
A-82	BV05	5 DRAWER SMALL KEY LOCK BEDSIDE CART BEIGE-29H X 13 1/4 D X 24 1/2 W	\$479.05
A-83	IDAR	Drawer Tag-Orange	\$0.31
A-84	LNC-4	Narcotics Cabinet Single Door/Double Lock (Beige)- 6"Wx8 3/4"Lx7 1/4"H	\$138.50
A-85	2503	STANDARD DUTY CONTEMPORARY DESIGN UTILITY CART - CHARCOAL, 300 LB. (135 KG) CAPACITY	\$220.39
A-87	4871	Universal Clamp for I.V. and Infusion Stands	\$43.15
A-88	ES69	TRIPLE BAY ECONOMY SINK W/ KNEE OPERATED WATER	\$4,091.73
A-89	ES69-IR	TRIPLE BAY ECONOMY SINK W/ INFRARED OPERATED WATER	\$4,091.73
A-90B	LTD-3	TAPE DISPENSER/ COUNTER TOP MODEL	\$99.50
A-90C	10709	KIMGUARD* STERILIZATION WRAP, KC100, 9IN. X 9IN. 1000CS	\$25.26

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item:
Not Applicable

2. Maximum order: **\$25,000.00** (SIN A-74) / **\$100,000.00** (All Remaining SIN's not listed) / **\$50,000.00** (A-41, A-45, A-46, A-47, A-65, A-72, A-75, A-77, A-81, A-82, A-83, A-84, A-85, A-87, A-88, A-90B & A-90C)

3. Minimum order: **No Minimum**

4. Geographic coverage (delivery area): **All 50 States, District of Columbia, & Puerto Rico**

5. Point(s) of production (city, county, and State or foreign country):

San Diego, CA

Brea, CA

Plainville, MA

San Pedro de Macoris, Dominican Republic

Greenville, NC

Waterford, WI

Villanueva, Cortes, Honduras, C.A.

Nishi-ku, Yokohama, Japan

Linwood, NC

Acuna, Coahuil, Mexico

Surrey, United Kingdom

La Aurora, Heredia, Costa Rica

Manadero, Ensenada, B.C. Mexico

San Cristobal, Dominican Republic

Franklin, TN

Mexico City, Mexico

Irving, TX

Milwaukee, WI

Brescia, Italy

Caledonia, MN

Milstadt, IL

New Taipei City, Taiwan

Philadelphia, PA

Drummondville, QC, Canada

Bowling Green, KY

Shanghai, China

Gemerska Horka, Slovakia

Hoogezand, Netherlands

Molnlycke, Sweden

Hampton, NH

Tamaulipas, Mexico

Snoqualmie, WA

Santa Ana, CA

6. Prices shown herein are Net (discount deducted)

7. Quantity Discounts: Additional 1% Discount on all orders over \$3,500.00 (Micro-Purchase Threshold) (Same Order/Same Shipping Location)

8. Prompt Payment Terms: 1% 10 Days; Net 30 Days (Invoiced Orders Only)

9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold: Accepted at and below the micro-purchase threshold

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: Accepted above the micro-purchase threshold

10. Foreign items (list items by country of origin):

Essity- Drummondville, QC, Canada, Shanghai, China, Gemerska Horka, Slovakia, Hoogezand, Netherlands, Molnlycke, Sweden

Dale Medical- San Pedro de Macoris Dominican Republic

Halyard Health- Villanueva Cortes, Honduras, C.A. , Nishi-ku, Yokohoma, Japan, Acuna, Coahuil Mexico, Surrey, United Kingdom

ICU Medical- La Aurora, Heredia, Costa Rica, Maneadero, Ensenada, B.C. Mexico, & San Cristobal Dominican Republic

Kimberly Clark Corporation- Mexico City, Mexico

Lakeside- Brescia, Italy

Provider Health- New Taipei City, Taiwan

Spacelabs Healthcare- Tamaulipas, Mexico

**11a. Time of delivery: 25 Days After Receipt of Order (ARO) SIN A-41, A-45, A-46, A-47, A-50A, A-64, A-65, A-71, A-72, A-74, A-75, A-77, A-79, A-80, A-81, A-82, A-83, A-84, A-85, A-87, A-88, A-89
10 Days After Receipt of Order (ARO)- All Remaining SINS**

11b. Expedited delivery: 2 Days After Receipt of Order (ARO). Ordering facilities are responsible to pay the difference between normal and expedited shipping charges. Excluding SINS: A-18A, 1-21D, A-32, A-46, A-64, A-77, A-79, A-80 – A-85, & A-87 – A-89. Additional freight charges will be waived if the order is related to a Presidentially Declared Emergency.

12. FOB Point(s): Destination to all 48 states and the District of Columbia; Point of Exportation to AK, HI, & PR

13a. Ordering address(es): AvKARE, Inc.

615 North 1st Street

Pulaski, TN 38478

Phone #: 931-292-6222

Fax #: 931-292-6229

Email: orders@avkare.com

13b. Ordering Procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3

14. Payment address(es):

AvKARE, Inc.

AvKARE, Inc, 931-292-6222, www.AvKARE.com

P.O. Box 935472

Atlanta, GA 31193-5472

Phone #: 931.292.6222

Fax: 931.292.6229

***Should you need to send an overnight payment via courier, the below address should be used:**

Lockbox Services

AvKARE, Inc.

Lockbox 935472

3585 Atlanta Avenue

Hapeville, GA 30354

Please note that this use of this address for payments mailed via the U.S. Postal Service will result in delays. This address is to be used for overnight deliveries only.

***Should you be interested in remitting payments by EFT, please contact Accounts**

Receivable Department:

VP of Finance 931-908-0012

Director of Accounting 931-908-2196

Email: ar@avkare.com

15. Warranty provision:

Please see the AvKARE, Inc. Warranty amended for government use dated January 17, 2018. See Attachment #3

Returned Goods Policy:

Please see AvKARE, Inc. Return Goods Policy amended for government use dated January 5, 2018. See Attachment #2

16. Export packing charges, if applicable: **Not Applicable**

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): **Accepted above the micro-purchase threshold**

18. Terms and conditions of rental, maintenance, and repair (if applicable): **Not Applicable**

19. Terms and conditions of installation (if applicable): **Not Applicable**

AvKARE, Inc, 931-292-6222, www.AvKARE.com

- 20.** Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): **Not Applicable**
- 20a.** Terms and conditions for any other services (if applicable): **Not Applicable**
- 21.** List of service and distribution points (if applicable): **Not Applicable**
- 22.** List of participating dealers (if applicable): **Not Applicable**
- 23.** Preventive Maintenance (if applicable): **Not Applicable**
- 24a.** Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): **Not Applicable**
- 24b.** If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g., contractor's website or other location). The EIT standards can be found at www.Section508.gov/ : **Not Applicable**
- 25.** Data Universal Number System (DUNS) number: **796560394**
- 26.** Notification regarding registration in System for Award Management (SAM) database: **Yes, registered**



HealthKARE Solutions For Tomorrow

January 17, 2018

Dear Mr. Ladwig,

Please see that attached information regarding manufacturer warranty information.

Manufacturer Name	Warranty Information
Acute Care	Company represents and warrants that product shall conform to specifications for 2 years from date of acceptance.
Apex	Apex warrants that its products will be free from defective workmanship and material.
Dale	All products supplied to the government shall have been manufactured in accordance with manufacturer specifications.
Domtar	The contract holder warrants and applies that the items delivered here under are merchantable and fit for use for a particular purpose and will be free from defects in material and workmanship for a period of not less than one year from date of acceptance.
Essity	Essity (SCA) complies will FDA quality system regulation with respect to good manufacturing practices. Contract holder warrants all products to be free of defects in material and workmanship.
Geneva	All products provided shall have been manufactured in accordance with specifications from the manufacturer.
Halyard	All products provided shall have been manufactured in accordance with specifications from the manufacturer.
ICU	Contract holder warrants that all products shall be warranted for one year from date of acceptance.
IHT	Contract holder warrants products will be free of defects in material and workmanship for period of 30 days from acceptance. Pump purchase warrants products will be free of defects in material and workmanship for a period of 1 year from date of acceptance.
KCC	AvKARE warrants as delivered are manufactured in accordance with the manufacturers standard specifications or the contract holder will replace any nonconforming product.
Lakeside	All products provided shall have been manufactured in accordance with specifications from the manufacturer.



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Lifestyle	AvKARE will provide a 5-year extended warranty that applies to these styles of SmoothToe Energizing Socks: Low Cut, Quarter, Crew, and 15-20 mmHG Knee Highs and reflects the quality of design and manufacture and the premium quality yarns used to make them. SmoothToe socks will not blow out with holes in the heel or toe, shrink, unravel or fall apart for a full 5 years from the date of acceptance.
Mac Medical	All products provided shall have been manufactured in accordance with specifications from the manufacturer.
Medline	The contract holder warrants that the products are free from defects in materials or workmanship for 1 year after date of acceptance. The contract holder warrants that service or repairs of products will be performed in a workman like manner and warrants them for a period of 30 days from repair or service.
Provider Health	The contract holder warrants that the products are free from defects in materials under normal use and service within 1 year from date of acceptance.
Sleepnet	Contract holder provides a 90-day warranty against manufacturing defects, from date of acceptance.
Spacelabs	The contract holder warrants that the product (exclusive of software) are free from defects in materials or workmanship for 1 year after date of acceptance.
Tenacore	Contract holder warrants the suction regulator will be free of defect in material and workmanship for a period of 12 years from the date of acceptance. This warranty is valid if the product is stored and used in accordance with the specifications included in the user guide. All wall suction fittings will be free of defect in material and workmanship for a period of 1 year from date of acceptance. Contract holder warrants that the O2 blender products will be free of defect in material and workmanship for a period of 1 year from the date of acceptance. Contract holder warrants that the flowmeter product will be free of defect in material and workmanship for a period of 6 months from the date of acceptance. Contract holder warrants that any hoses will be free of defect in material and workmanship for a period of 90 days from the date of acceptance.



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The above warranty with periods and language will be a supplement to the government solicitation clauses 51.212-4 (O) (P).

If you have any questions or concerns please let me know.

Sincerely,

Karol Ann Hoffman

Karol Ann Hoffman
Chief Operating Officer

January 5, 2018

(FSS CUSTOMER) RETURNS POLICIES AND PROCEDURES

Damaged Shipments and Discrepancies:

If damage is visible at the time of delivery, a notation of damages must be made on the carrier's delivery or freight bill or order can be refused. Notification of delivery problems must be made to AvKARE within ninety-six (96) hours from time of delivery to ensure processing of replacement order and to file a freight claim with the carrier. Notification of shipping errors, discrepancies and other claims against sales must be made within seven (7) days of receipt of goods in order to receive credit. To avoid processing fees, AvKARE must receive return of product for damages and discrepancies within 20 days of inspection and acceptance. Product received after 20 days may be subject to an additional processing fee of 20%.

Return Goods:

Authorization:

Prior authorization to return merchandise is required by AvKARE Inc. (AvKARE) for all returns.

Term of Return Policy:

Credit calculated based on contract price less restocking fee. Returns are subject to inspection and final acceptance by AvKARE and may not be claimed as an offset against outstanding invoices until credit has been issued. All product received becomes the property of AvKARE, who reserves the right to dispose of the merchandise and declare no credit value. Product received by AvKARE outside of policy guidelines will not be returned to customer and no credit will be issued.

Returnable Items:

- **Product purchased directly from AvKARE and which the manufacturer or supplier will give credit less the original suppliers restock fee of 20%.**
- Product authorized as returnable.
- Product shipped as a result of AvKARE's shipping error if reported within ten (10) days of inspection and acceptance.
- Product damaged during shipment if reported within four (4) days of inspection and acceptance.
- Product that is unopened, undamaged, and in original manufactured condition.
- Product not later than 6 months past date of expiration.
- If AvKARE ships an item in error, AvKARE is responsible for shipping both ways.
- If Government orders a product in error, then the Government occurs shipping back to AvKARE.
- Any items that are sterile and the seal is broken will be subject to re-sterilization of product in accordance with FDA guidelines. Re-sterilization fees will be passed along to the customer.



HealthKARE Solutions For Tomorrow

Non-Returnable Items:

- Products with broken seals, in open packages, or from which individual units have been removed.
- Sterile items with seal broken or taken into a non-sterile area
- Product with label defaced or removed.
- Professional Samples
- Products not returned within 20 days receipt of inspection and acceptance.

Recalls:

AvKARE will notify end user.