

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 Class: 6510, 6515, 6530

Contract Number: **36F79720D0052**
Contract Period: **December 15, 2019 – December 14, 2024**

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

Worldwide Supply and Export, Inc.
2721 Pemberton Drive
Apopka, FL 32703
denise@alternativeexports.com
Phone #: 407-788-5300

http://www.alternativeexports.com/contact_us

Business Size: **Small**

“Prices Shown Herein are Net (discount deducted)”

Customer Information:

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

- SIN: A-10 Page [4]
- SIN: A-13C Page [4]
- SIN: A-13E Page [4]
- SIN: A-14E Page [4]
- SIN: A-21A Page [4]
- SIN: A-2B Page [4]
- SIN: A-3B Page [4]
- SIN: A-4A Page [4]
- SIN: A-50A Page [4]
- SIN: A-50F Page [4]
- SIN: A-50H Page [4]
- SIN: A-74 Page [4]
- SIN: A-84 Page [4]
- SIN: A-90C Page [

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	Product Description	FSS Price with IFF
A-10	1401	Ammonia Inhalants (Ampule) .33cc 10/Bx	\$2.36

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:
N/A

2. Maximum order: \$25,000, \$50,000, or \$100,000 based upon specific SIN

3. Minimum order: No Minimum

4. Geographic coverage (delivery area): 48 contiguous States, to include the District of Columbia. Point of Exportation (POE) to Alaska, Hawaii, and Puerto Rico

5. Point(s) of production (city, county, and State or foreign country):
Worldwide Supply and Export, Inc.
2721 Pemberton Drive
Apopka, FL 32703

6. Prices shown herein are Net (discount deducted)

7. Quantity Discounts: **Additional 2% for any single order exceeding \$50,000**
8. Prompt Payment Terms: **Net 30 days.**
- 9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold:
Acceptance up to, equal to, and above the micro-purchase threshold. No limitations.
- 9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: **Yes**
10. Foreign items (list items by country of origin): **N/A**
- 11a. Time of delivery: **30 days ARO**
- 11b. Expedited delivery: **15 days ARO**
- 11c. Overnight and 2-day delivery: **None**
- 11d. Urgent requirements: **None**
12. FOB Point(s): **F.O.B. Destination to 48 States, District of Columbia and to the Port of Exportation AK, HI and PR**
- 13a. Ordering address(es):
**2721 Pemberton Drive
Apopka, FL 32703**
- 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):

**Worldwide Supply and Export, Inc.
2721 Pemberton Drive
Apopka, FL 32703
Phone #: 407-788-5300**
15. Warranty provision:

Please see [Warranty Provision](#) below
- Returned Goods Policy:

Please see [Returned Goods Policy](#) below
16. Export packing charges, if applicable: **N/A**
17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): **N/A**
18. Terms and conditions of rental, maintenance, and repair (if applicable): **N/A**

- 19.** Terms and conditions of installation (if applicable): **Included in price; Contractor to provide copy of modified Service Agreement to the ordering facility for their review of requirements to meet facility specifications, and open for discussions towards agreement**
- 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): **Contractor to provide copy of modified Service Agreement to the ordering facility for their review of requirements to meet facility specifications, and open for discussions towards agreement**
- 21.** List of service and distribution points (if applicable): **N/A**
- 22.** List of participating dealers (if applicable): **N/A**
- 23.** Preventive Maintenance (if applicable): **Contractor to provide copy of modified Service Agreement to the ordering facility for their review of requirements to meet facility specifications, and open for discussions towards agreement**
- 24a.** Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): **N/A**
- 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/ : **N/A**
- 25.** Data Universal Number System (DUNS) number: **801140096**
- 26.** Notification regarding registration in System for Award Management (SAM) database: **Yes, registered**

FSS Contract Products and Pricing

SIN	Part Number	Description	Price including IFF
A-10	1401	Ammonia Inhalants (Ampule) .33cc 10/Bx	\$2.36
A-10	1407	Medicaine Insect Bite (Ampule) 6cc 10/Bx	\$3.61
A-4A	801	DK Cotton Balls MD NS, 4000 ea	\$15.52
A-14E	1241	Ultrasound Gel 0.25 liter (8.5 fl oz) Blue 12/Cs	\$17.10
A-14E	1245	Ultrasound Gel 0.25 liter (8.5 fl oz) Clear 12/Cs	\$17.10
A-4A	802	DK Cotton Balls LG NS, 2000 ea	\$17.51
A-74	PHR-DUET42	Prius Duet 42" Mattress System, 3-1 Alternation, 8 " Replacement, Low Air Loss, Pulsation, Lateral Rotation, Fowler EA.	\$25.00
A-2B	1216	Lemon-Glycerin Swabsticks 3's 10/25/3/Cs	\$30.92
A-84	144002	5 qt Wall Cabinet Glove Box 2 pc/cs	\$32.36
A-2B	1414	Povidone Iodine Prep Solution 8 oz 24/Cs	\$35.41
A-2B	1413	Povidone Iodine Prep Solution 4 oz 48/Cs	\$39.74
A-2B	1108	Povidone Iodine Prep Pad Med. 10/100/Cs	\$43.98

A-74	PHR-BATTERY	Battery Backup, each	\$44.11
A-74	PHR-BATTERY	Battery Backup, each	\$45.83
A-2B	1204	Alcohol Swabsticks, NS 4" 10/25/Cs 3 swabsticks per pack	\$49.71
A-2B	1150	Vitamins A&D Ointment 5 g packet 6/144/Cs	\$49.78
A-2B	1140	White Petrolatum 5 g foil packs 6/144/Cs	\$50.55
A-2B	1151	Vitamins A&D Ointment without Lanolin 5 g packet 6/144/Cs	\$53.51
A-2B	1201	Povidone Iodine Swabsticks 10/50/Cs 1 swabstick per pack	\$54.26
A-14E	1243	Ultrasound Gel 1.3 gal (5 liters) Blue 4/Cs	\$57.90
A-14E	1247	Ultrasound Gel 1.3 gal (5 liters) Clear 4/Cs	\$57.90
A-2B	1203	Alcohol Swabsticks, NS 4" 10/50/Cs 1 swabstick per pack	\$60.86
A-3B	3455	Unna Boot Bandages With Calamine 3" x 10 yds 12/Cs	\$63.77
A-84	149154	5.4 qt Locking Wall Bracket for Sharps Container 2 pc/cs	\$64.82
A-84	143002	5 qt Locking Wall Cabinet 2 pc/cs	\$64.82
A-13E	2521	Black Nitrile Exam Gloves (non-latex) Powder Free S, Black 10/100/Cs	\$65.22
A-13E	2522	Black Nitrile Exam Gloves (non-latex) Powder Free M, Black 10/100/Cs	\$65.22
A-13E	2523	Black Nitrile Exam Gloves (non-latex) Powder Free L, Black 10/100/Cs	\$65.22
A-13E	2524	Black Nitrile Exam Gloves (non-latex) Powder Free XL, Black 10/100/Cs	\$65.22
A-13E	2525	Black Nitrile Exam Gloves (non-latex) Powder Free XXL, Black 10/100/Cs	\$65.22
A-2B	P-Q55172	Sani-Cloth® Super L 12/160/Cs	\$70.08
A-2B	P-Q85084	Sani-Cloth Plus XL 6/65/Cs	\$70.08
A-2B	P-Q89072	Sani-Cloth® Plus L 12/160/Cs	\$70.08
A-2B	P-D43600	Sani-Hands® ALC Individual Packets 10/100/Cs	\$70.08
A-2B	P-P13472	Sani-Hands® ALC 12/135/Cs	\$70.08
A-90C	4412	CSR Wraps 12" x 12" 1000/Cs	\$72.62
A-2B	1250	DynaLube Lubricating Jelly Sterile 2.7 g packet 12/144/Cs	\$78.75
A-2B	1251	DynaLube Lubricating Jelly Sterile 5 g packet 12/72/Cs	\$78.75
A-13C	2321	Black Latex Exam Glove P/F Sm 10/100/Cs	\$79.32
A-13C	2322	Black Latex Exam Glove P/F Md 10/100/Cs	\$79.32
A-13C	2323	Black Latex Exam Glove P/F Lg 10/100/Cs	\$79.32
A-13C	2324	Black Latex Exam Glove P/F XLg 10/100/Cs	\$79.32
A-2B	1252	DynaLube Lubricating Jelly Sterile 2 oz tube 6/12/Cs	\$80.60
A-13C	6622	AccuTouch Latex Exam Glove S 10/100/Cs	\$83.36
A-13C	6623	AccuTouch Latex Exam Glove M 10/100/Cs	\$83.36
A-13C	6624	AccuTouch Latex Exam Glove L 10/100/Cs	\$83.36
A-13C	6625	AccuTouch Latex Exam Glove XL 10/100/Cs	\$83.36
A-21A	141020	5 qt Sharps Container (red) 20 pc/cs	\$84.12
A-21A	142020	5 qt Sharps Container (clear) 20 pc/cs	\$84.12
A-21A	143154	5.4 qt Sharps Container (red) 20 pc/cs	\$90.55
A-21A	143254	5.4 qt Sharps Container (clear) 20 pc/cs	\$90.55
A-90C	4420	CSR Wraps 20" x 20" 500/Cs	\$91.38
A-2B	1254	DynaLube Lubricating Jelly Sterile 4 oz tube 6/12/Cs	\$94.61
A-13C	6613	Powder Free Plus Latex Exam Gloves, PolyLined M 10/100/Cs	\$95.46
A-13C	6614	Powder Free Plus Latex Exam Gloves, PolyLined L 10/100/Cs	\$95.46
A-90C	4430	CSR Wraps 30" x 30" 250/Cs	\$99.48
A-21A	145014	14 qt Horizontal Entry Container (red) 10 pc/cs	\$101.22

A-90C	4448	CSR Wraps 48" x 48" 100/Cs	\$101.55
A-2B	1271	CalaSoothe Skin Protectant 3.5 g packet 2/144/Cs	\$105.27
A-13C	2310	High Risk Latex Exam Glove P/F - Sm 10mil 10/50/Cs	\$107.10
A-13C	2311	High Risk Latex Exam Glove P/F - Md 10mil 10/50/Cs	\$107.10
A-13C	2312	High Risk Latex Exam Glove P/F - Lg 10mil 10/50/Cs	\$107.10
A-13C	2313	High Risk Latex Exam Glove P/F - XLg 10mil 10/50/Cs	\$107.10
A-21A	146014	14 qt Big Mouth Container 10 pc/cs	\$110.64
A-90C	4415	CSR Wraps 15" x 15" 1000/Cs	\$110.85
A-21A	145004	4 qt Horizontal Entry Container (red) 25 pc/cs	\$115.81
A-21A	145008	8 qt Horizontal Entry Container (red) 20 pc/cs	\$115.81
A-13C	2315	High Risk Latex Exam Glove P/F - Sm 15mil 10/50/Cs	\$120.83
A-13C	2316	High Risk Latex Exam Glove P/F - Md 15mil 10/50/Cs	\$120.83
A-13C	2317	High Risk Latex Exam Glove P/F - Lg 15mil 10/50/Cs	\$120.83
A-13C	2318	High Risk Latex Exam Glove P/F - XLg 15mil 10/50/Cs	\$120.83
A-21A	146008	8 qt Big Mouth Container 20 pc/cs	\$121.37
A-90C	4424	CSR Wraps 24" x 24" 500/Cs	\$124.13
A-90C	4454	CSR Wraps 54" x 54" 100/Cs	\$136.42
A-74	PHR-610S	IPCS Gray Connective Tubing 5 ft, case of 5	\$143.19
A-90C	4436	CSR Wraps 36" x 36" 250/Cs	\$144.47
A-74	PHR-601M	IPCS Calf Garment - Medium (22-1/2"X13") case of 10 pair	\$148.36
A-2B	1161	Bacitracin Ointment 0.9 g foil pack 12/144/Cs	\$150.56
A-13E	6522	Nitrile Sterile Exam Gloves Small, Singles 8/ 100 singles/cs	\$151.33
A-13E	6523	Nitrile Sterile Exam Gloves Medium - Singles 8/100 singles/cs	\$151.33
A-13E	6524	Nitrile Sterile Exam Gloves Large - Singles 8/100 singles/cs	\$151.33
A-90C	4472	CSR Wraps 54" x 72" 100/Cs	\$159.22
A-2B	1171	Bacitracin Zinc Ointment 0.9 g packet 12/144/Cs	\$159.42
A-13E	6528	Nitrile Sterile Exam Gloves S Pairs 8/50 pr/cs	\$171.07
A-13E	6529	Nitrile Sterile Exam Gloves M Pairs 8/50 pr/cs	\$171.07
A-13E	6530	Nitrile Sterile Exam Gloves L Pairs 8/50 pr/cs	\$171.07
A-13E	6533	Nitrile Sterile Surgical Gloves Pairs Size 6 4/50pr/cs	\$171.07
A-13E	6534	Nitrile Sterile Surgical Gloves Pairs Size 6.5 4/50pr/cs	\$171.07
A-13E	6535	Nitrile Sterile Surgical Gloves Pairs Size 7 4/50pr/cs	\$171.07
A-13E	6536	Nitrile Sterile Surgical Gloves Pairs Size 7.5 4/50 pr/cs	\$171.07
A-13E	6537	Nitrile Sterile Surgical Gloves Pairs Size 8 4/50 pr/cs	\$171.07
A-13E	6538	Nitrile Sterile Surgical Gloves Pairs Size 8.5 4/50 pr/cs	\$171.07
A-13E	6539	Nitrile Sterile Surgical Gloves Pairs Size 9 4/50 pr/cs	\$171.07
A-74	PHR-601P	IPCS Calf Garment - Pediatric (16-3/4"X10") case of 10 pair	\$175.53
A-2B	1180	Triple Antibiotic Ointment 0.5 g foil packet 12/144/Cs	\$180.97
A-90C	4440	CSR Wraps 40" x 40" 250/Cs	\$187.10
A-74	PHR-601L	IPCS Calf Garment - Large (29" X 12-1/4") case of 10 pair	\$199.58
A-74	PHR-601MSQ	SQS Calf Garment - Medium (26-1/4"X13-7/8") case of 10 pair	\$208.78
A-2B	1182	Triple Antibiotic Ointment 0.9 g foil packet 12/144/Cs	\$212.54
A-74	PHR-610L	IPCS Gray Connective Tubing 10 ft, case of 5	\$213.25
A-74	PHR-620	IPCS Foot Garment - Medium (16-1/4"X18") case of 10 pair	\$218.73
A-2B	1503	StingGone Protective Barrier Wipes 20/50/Cs	\$221.07

A-74	PHR-61OSSQ	SQS Gray tube 5 ft, case of 5	\$230.32
A-90C	4445	CSR Wraps 45" x 45" 250/Cs	\$231.08
A-74	RHYTHM COVER	Rhythm Multi 36" Standard EA.	\$240.43
A-74	PHR-620L	IPCS Foot Garment - Large (18"x20-1/4") case of 10 pair	\$264.34
A-74	PHR-6205Q	SQS Foot Garment - ,Medium (15-1/2"x17-1/2") case of 10 pair	\$266.14
A-74	RHY MULTI BAR COV	Rhythm Multi 42" Bariatric EA.	\$267.30
A-74	PHR-601PSQ	SQS Calf Garment - Pediatric (22"x13-1/4") case of 10 pair	\$271.41
A-74	RHY TURN BAR	Rhythm Turn 42" Bariatric EA.	\$280.73
A-74	PHR-601B	IPCS Calf Garment - Bariatric (35-1/2"x 16-1/2") case of 10 pair	\$286.37
A-74	PHR-601LSQ	SQS Calf Garment - Large (32"x13-1/2") case of 10 pair	\$293.36
A-74	RHY TURN COVER	Rhythm Turn 36" Standard EA.	\$294.16
A-74	PHR-620LSQ	SQS Foot Garment - Large (20-1/4"x22-1/2") case of 10 pair	\$301.96
A-74	PHR-630M	IPCS Thigh Garment - Medium (30"x23-1/2") case of 10 pair	\$317.24
A-74	PHR-601BSQ	SQS Calf Garment - Bariatric (36"x15-1/4") case of 10 pair	\$322.37
A-74	PHR-630L	IPCS Thigh Garment - Large (35-1/4"x23-1/4") case of 10 pair	\$341.12
A-74	RHYTHM COVER BOL	Rhythm Multi 36" Standard with Foam Bolster EA.	\$347.89
A-74	PHR-630S	IPCS Thigh Garment - Small (25"x22") case of 10 pair	\$356.52
A-74	PHR-630SSQ	SQS Thigh Garment - Small (22-1/8"x23-1/4") case of 10 pair	\$375.27
A-74	PHR-630MSQ	SQS Thigh Garment - Medium (28-1/2"x23-1/4") case of 10 pair	\$395.68
A-74	PHR-IPC PUMP	Intermittent Pneumatic Compression System (IPCS) Pump, each	\$406.42
A-74	PHR-630LSQ	SQS Thigh Garment - Large (36"x23-1/2") case of 10 pair	\$423.03
A-74	PHR-61OLSQ	SQS Gray tube 10 ft, case of 5	\$426.36
A-74	PHR-630B	IPCS Thigh Garment - Bariatric (43"x24-1/2") case of 10 pair	\$440.86
A-74	PHR-SQ PUMP	Sequential Compression System (SQS) Pump only EA.	\$443.66
A-74	PHR-630BSQ	SQS Thigh Garment - Bariatric (46"x24-1/2") case of 10 pair	\$511.74
A-50F	000.500.003	CLEO Pulse Oximeter Touchscreen Pulse Oximeter SPO2, Pulse, each	\$592.41

A-50A	000.500.0 005	CLEO Vital Signs Touchscreen Pulse Oximeter SPO2, Pulse, NIBP, each	\$774.68
A-74	PHR- SALDX	Salute RDX Mattress System, 3-1 Alternation, 8" Replacement, Happy Heel Control, Digital Control EA.	\$952.34
A-74	PHR- SALDXB	Salute RDX Mattress System w/Bolster, 3-1 Alternation, 8" Replacement, Happy Heel Control, Digital Control with Bolster Cover EA.	\$1,100.0 9
A-50H	000.500.0 000	CLEO Capnography Touchscreen Capnography Monitor CO2, each	\$1,344.3 1
A-50A	000.104.9 999	OMNI 10.1 inch Touchscreen Bedside Monitor, ECG Cables & Leads, SPO2 Sensor, each	\$1,703.1 8
A-74	PHR- RHYM36	Prius Rhythm Multi 36" Mattress System, 3-1 Alternation, 8" Replacement, Low Air Loss, Pulsation, Happy Heel Control EA.	\$1,906.0 2
A-50A	000.104.9 998	OMNI K 10.5 inch Touchscreen Bedside Monitor, ECG Cables & Leads, SPO2 Sensor, each	\$1,931.0 3
A-74	PHR- RHYM36B	Prius Rhythm Multi 36" Mattress System w/Bolster, 3-1 Alternation, 8" Replacement, Low Air Loss, Pulsation, Happy Heel Control, Bolster Cover EA.	\$2,053.7 8
A-74	PHR- RHYM42	Prius Rhythm Multi 42" Bariatric Mattress Sys, 3-1 Alternation, 8" Replacement, Low Air Loss, Pulsation, Heel Control EA.	\$2,188.1 0
A-74	PHR- RHYM48	Prius Rhythm Multi 48" Bariatric Mattress Sys, 3-1 Alternation, 8" Replacement, Low Air Loss, Pulsation, Heel Control EA.	\$2,322.4 2
A-74	PHR- RHYT36	Prius Rhythm Turn 36" Mattress System, 3-1 Alternation, 8" Replacement, Low Air Loss, Lateral rotation 20 & 40 degree EA.	\$2,523.9 0
A-74	PHR- RHYT42	Prius Rhythm Turn 42" Mattress System, Bariatric, 3-1 Alternation, 8" Replacement, Low Air Loss, Lateral Rotation 20 & 40 degree EA.	\$2,953.7 3
A-74	PHR- RHYT48	Prius Rhythm Turn 48" Mattress System, Bariatric, 3-1 Alternation, 8" Replacement, Low Air Loss, Lateral 20 & 40 degree EA.	\$3,222.3 7
A-74	PHR-COZY	Prius Cozy Zone Mattress System, 8" Replacement, 4 Zone Low air Loss, Auto Fowler EA.	\$3,289.5 4
A-74	PHR- DUET36	Prius Duet 36" Mattress System, 3-1 Alternation, 8" Replacement, Low Air Loss, Pulsation, Lateral Rotation, Fowler EA.	\$3,423.8 6

Warranty Provision

Worldwide Supply and Export Inc. warrants that all products shall be free from manufacturing defects for a period of one year from the date of shipment. Other than the foregoing warranty, Worldwide Supply and Export Inc. makes no representation or warranty of any kind, express or implied, as to merchantability, fitness for a particular purpose or any other matter relating to the product. The Government must notify Worldwide Supply and Export Inc. of any manufacturing defect within five days of discovery of the defect. The sole and exclusive obligation to the Government in a breach of warranty action shall be to provide the Government with a replacement product or a full refund of the purchase price, and to reimburse the Government for any return freight costs. Worldwide Supply and Export Inc. shall not be liable to the Government in a breach of warranty action for any other costs or expenses including lost profits or direct, indirect, consequential, incidental or punitive damages..

Returned Goods Policy

Customer may return, within 30 days of shipment, any product for a full refund (by Credit Memo) provided that said product has not been altered, damaged or rendered unusable in any way and assuming product is returnable to OEM for a full refund. Any restocking fees by the OEM are the responsibility of the customer to reimburse. All returns must be in original packaging and received in new and resalable condition.

Worldwide Supply and Export Inc. assumes responsibility for return freight charges on any product shipped to customer in error. Customer is responsible for return shipping charges on any product returned due to error by customer ordering.

All returns must have an RGA number (returned goods authorization number). All unauthorized returns are subject to a 15% processing fee and a \$10 administrative charge.

Credit Memo's will not be issued for items received in non-resalable condition. The customer is responsible for properly packaging and protecting the item during its shipping back to Worldwide Supply and Export Inc. Initial freight charges are not credited. All credits must be redeemed within 180 days.

For health reasons, we are unable to accept returns or exchanges of sterilized products. Credits for returns are issued only to original purchaser.

Procedures for Freight Damage

To facilitate the process when dealing with items that are received damaged, please make sure that the following procedures are followed...

Common Carrier Damage:

If the damage is **Visible** at the point of delivery, please do one of the following:

- 1) Refuse the product and note "Refused/Damaged" on the delivery receipt.
- 2) Sign for the product and note "Received X pieces, damage noted" and then spell out specifically what is damaged.

If the damage is **Concealed**:

Call the freight carrier immediately and ask for a **Freight Inspection**. This must be done within **15** days of the delivery or Worldwide Supply and Export Inc. may not be entitled to file a claim with the carrier.