

## **TERMS AND CONDITIONS**

**FSS 36F79721D0033**

**SURGICAL TOOLS, INC.**

[surgicaltools.com](http://surgicaltools.com)

**1106 Monroe Street  
Bedford, Virginia 24523**

**CONTRACTOR:** SURGICAL TOOLS, INC.

**TELEPHONE:** (540) 587-7193, (800) 774-2040, **FAX:** (540) 587-7197

**E-MAIL:** [sales@surgicaltools.com](mailto:sales@surgicaltools.com)  
[customerrelations@surgicaltools.com](mailto:customerrelations@surgicaltools.com)  
[info@surgicaltools.com](mailto:info@surgicaltools.com)

**ONLINE ORDERS:** [www.surgicaltools.com](http://www.surgicaltools.com)  
[www.gsaadvantage.gov](http://www.gsaadvantage.gov)

1. **MINIMUM ORDER:** \$100.00
2. **GEOGRAPHIC COVERAGE:** Worldwide for all Federal Healthcare Agencies
3. **POINT OF MANUFACTURE:** Germany, UK, USA
4. **DISCOUNTS:** Prices shown are net (pre-discounted)
5. **PAYMENT TERMS:** 2% 10, net 30 days (credit cards excluded)
6. **QUANTITY DISCOUNTS:** Over \$10,000.00, additional 1%  
Over \$25,000.00, additional 3%  
Over \$50,000.00, additional 5%
7. **GOVERNMENT COMMERCIAL CREDIT CARDS ACCEPTED,** Yes, accepted at, below, and above the micro purchase threshold
8. **EFT:** Yes
9. **FOREIGN ITEMS:** ANESTHESIA TOOLS, BOB, BOB ECONOMY, MEDICON, PENLON, SURGICAL TOOLS, MIPM, OSCIMED
10. **DELIVERY:** 5 TO 7 business days upon receipt of order, ARO
11. **EXPEDITATED DELIVERY:** N/A
12. **FOB POINTS:** F.O.B. Destination – 48 Contiguous States, to include the District of Columbia, Puerto Rico, and POE to Alaska and Hawaii
13. **ORDERING ADDRESS:** 1106 Monroe Street, Bedford VA 24523
14. **PAYMENT ADDRESS:** 1106 Monroe Street, Bedford VA 24523
15. **DATA UNIVERSAL NUMBER SYSTEM (DUNS):** 117740899
16. **FEDERAL TAX IDENTIFICATION NUMBER:** 20-1830868
17. **SYSTEM FOR AWARDS MANAGEMENT (SAMS):** Yes, current
18. **GSA ADVANTAGE WEBSITE:** Yes, current
19. **E-BUY:** Yes, current

## **PRODUCT WARRANTIES AND RETURNED GOODS POLICY**

### **Surgical Tools, Inc. - Warranty**

All Surgical Tools, Inc products carry a full manufacturer's warranty against defects in materials and workmanship. All BOB and Surgical Tools German-manufactured surgical instruments are warranted for 10 years against defects in materials and workmanship. All Medicon and Miltex German-manufactured surgical instruments are warranted for life against defects in materials and workmanship. All other products come with the manufacturer's warranty, unless Surgical Tools, Inc. has offered an extended warranty in writing. Any item found to be defective will be repaired or replaced at the discretion of Surgical Tools, Inc and shipped to the customer free of charge. Any product return must be pre-approved by Surgical Tools, Inc who will then supply a return goods authorization (RGA) number and shipping instructions.

### **Surgical Tools, Inc. - Return Policy**

All products sold by Surgical Tools, Inc. come with a 1-year warranty unless otherwise specified in writing by Surgical Tools, Inc. All sterile single use products are warranted against defects in materials or workmanship if used before the product end dating specified on the packaging. German manufactured surgical instruments purchased from Medicon, Sklar, and Integra Miltex offer a lifetime warranty against defects in materials or workmanship. Surgical Tools, Inc. and ATitan instruments carry a 10-year warranty against defects in materials or workmanship. BOB (Best of Basic) instruments come with a 7-year warranty against defects in materials or workmanship. Surgical Tools German manufactured rigid endoscopes have a 2-year warranty against defects in materials or workmanship. All patient monitors (MRI, Vital Signs, ECG, SP02, NIBP, Temperature, CO2, Agent Analysis) come with a 2-year warranty against defects in materials or workmanship. All service work performed by Surgical Tools; Inc. is warranted for a period of one year. For any other questions regarding warranty information on Surgical Tools, Inc. products, please contact customer service.