TERMS AND CONDITIONS

FSS 36F79721D0033

SURGICAL TOOLS, INC.
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
customerrelations@surgicaltools.com
info@surgicaltools.com

ONLINE ORDERS: www.surgicaltools.com
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. UNIQUE ENTITY IDENTIFIER (UEI) NUMBER: 117740899
16. SYSTEM FOR AWARDS MANAGEMENT (SAMS): Yes, current
17. GSA ADVANTAGE WEBSITE: Yes, current
18. E-BUY: Yes, current
PRODUCT WARRANTIES AND RETURNED GOODS POLICY

Surgical Tools, Inc. - Warranty

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, SpO2, 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 at 1 800-774-2040 or by sending an email to sales@surgicaltools.com.

Surgical Tools, Inc. - Return Policy

Return of any product(s) or item(s) must be pre-approved by the company. For approved returns, the RGA (Return Good Authorization) number, provided by Surgical Tools, Inc., must be clearly indicated on both the packing slip and the physical return packaging. When contacting us for a pre-approval, make sure to provide the original order number and order date. Upon return receipt, original packaging must accompany all returned products. For sterile items, to be eligible for return, product(s) must be returned with its original packaging, be completely intact and sealed, and be submitted for return prior to formal acceptance. Purchased items are eligible for return up until 30 days from the original invoice date. Returns are subject to a 25% restocking fee. If a return is necessary due to an error made by Surgical Tools, Inc., the shipping charges will be paid in full by Surgical Tools, with no restocking fee. If you require a return after the 30-day period, please refer to the warranty information listed above or on your product packaging.