

Terms & Conditions

ORDERING AND SHIPPING INFORMATION

WATERLOO HEALTHCARE • 3730 EAST SOUTHERN AVENUE • PHOENIX, AZ 85040
REMIT TO ADDRESS: P.O. BOX 53555 • PHOENIX, AZ 85072-3555

CALL US

8:00 – 5:00 CST

OFFICE

(800) 833-4419 FAX: (602) 437-2270

www.waterloohealthcare.com

sales@waterloohealthcare.com

PLACING YOUR ORDER

- When placing your order with us, please refer to your customer account number, which appears on all of our invoices and packing lists.
- Please write your customer account number on the first page of your catalog for immediate reference when placing orders
- All orders must be in writing. Please email, fax, or send your orders in by mail.
- Although they may not be listed individually, Customer Service can help you order special parts; please just ask.

TERMS OF SALE

- Net 30 days for regular customers with established credit.
- Visa, MasterCard, and American Express accepted.
- Service or handling charges are not refundable.
- Interest of 1% per month will be added to all unpaid invoices that extend beyond the terms allowed.
- Any action to collect a debt or to enforce rights for items purchased or credit extended shall be commenced in Maricopa County, Arizona Superior Court.

PRICING

- Pricing is subject to change without notice and products are priced "each" unless otherwise noted.
- When calling our Customer Service Department for any reason, please ask if your price listings are current.
- This catalog is available free of charge to any qualified individual, organization, or institution.

SHIPPING TERMS

- Our standard shipping terms are F.O.B. Phoenix, AZ.
- Stock items can be shipped within two days after receipt of your order.
- Wherever possible, we ship via UPS Ground Service. For emergency orders, we will gladly ship your order via UPS Air for guaranteed delivery within one or two days.
- All orders that require a pallet will ship via LTL Carrier

NATIONAL SALES FORCE

- Waterloo Healthcare supports our customers with a National Sales Force to assist with product demonstrations or any technical questions about our products. Please ask our Customer Service Department if there is a representative in your area.

RETURNED GOODS

- All returned goods must have an authorization number assigned by our Customer Service Department. Returns must be within 30 days from date of original shipment.
- Please refer to your purchase order number and customer account number when phoning in your request for returning merchandise.
- All returned goods must be sent prepaid. Any return that is not prepaid will be refused.

Prices and products are subject to change without notice.

- Any cart with Electronic or Pushbutton locking systems, materials that have been modified or are not in resalable condition are non-returnable. Large or Custom orders are subject to contract and are non-returnable.

RESTOCKING CHARGE

- A 25% restocking charge may be charged to your account for returned merchandise.
- An exception to this policy would be if we shipped incorrect merchandise. If this is the case, please call our Customer Service Department and report the incorrect shipment. The same policy regarding an authorization number applies.

DAMAGED GOODS

- All damage must be reported to WHC the day the items are delivered.
- If you receive a shipment via truck, inspect all cartons at time of delivery. If you receive a package that you believe is damaged, we ask that you do not sign for it, open all packaging and if there is damage call 1-800-833-4419 as soon as possible. **YOU MUST INSPECT AND MAKE NOTE OF ALL** possible damage on Carriers Delivery Receipt or Bill of Lading.
- You may be asked to take pictures of the damage and send them to WHC to file the claim.
- Filing claim for damage not marked on carriers delivery receipt at time of delivery (also know as "concealed damage") will be the responsibility of the customer.
- Please save all boxes and packing material to prove that the items were packed properly.

PRODUCT WARRANTIES

- Waterloo Healthcare (Seller) warrants the products it manufactures to be free from defects in material and workmanship under normal and proper use and service for a period not exceed five (5) years from the date of delivery to the original location.
- This warranty does not apply to any product that has been subject to abuse, misuse, negligence, modification, normal wear, or an accident (dents & scratches are considered normal wear).
- Electronic components and plastic parts have a one (1) year warranty under the aforementioned conditions of use.
- The Seller's liability is limited to the cost of the repair or replacement of any products (at its factory) which fail to comply with the foregoing warranty. In no event shall the seller be liable for any consequential damages claimed as a result of breach of the foregoing warranty.
- The Purchaser must reference the original purchase order number or Seller's invoice on any claims. The Seller will determine if the products should be returned to the factory or if parts should be sent to the customer for repair of the product.
- The warranty stated herein is in lieu of all warranties, expressed or implied, including but not limited to, merchantability or fitness for a particular purpose.