



Terms & Conditions

Ordering Options

Roscoe Medical accepts orders from its customers via telephone, fax and the Internet (roscoemedical.com). A valid Roscoe Medical account number is required when placing an order. Once an order for stock product has reached booked status (Ready-to-Ship) and is in the shipping process, changes (adds, deletes, quantity or item changes) to the order will not be accepted. If it is necessary to change or cancel an order for a non-stock item, Roscoe Medical must be notified immediately, with in same business day of the acknowledgement date.

Minimum Order Quantity: All orders placed with Roscoe Medical must reach a minimum level of \$50.00 in product (before taxes and shipping charges).

Phone orders may be placed at (800) 376-7263, Monday through Friday from 8:00 am to 6:00 p.m. (EST). Online orders may be placed at www.roscoemedical.com with 24/7 availability. Order may also be faxed to (440) 572-4261. Please be sure to provide:

- Account number
- Billing and shipping address
- Purchase order number, if applicable
- Your name and telephone number
- Product number/description
- Unit of measure and quantity ordered
- Promo Code (if applicable)

Product Specifications and Prices: Roscoe Medical reserves the right to change product specifications and/or prices without prior notice. Roscoe customer service will provide pricing to authorized Roscoe dealers and distributors only. Prices are based on units of measure as listed on all invoices.

Payment Options

1. Roscoe Medical offers convenient payment terms with an approved credit application.
2. Roscoe Medical accepts VISA, MasterCard and American Express.
3. Other Payment Options - Roscoe Medical can ship your order C.O.D. We accept a company check, bank check or money order. Appropriate C.O.D. charges apply.

Freight Policy

Roscoe Medical's goal is to ship orders for stock products within 24 hours. Stock Orders must have a booked (Ready-to-Ship) status. Orders placed on hold for

credit reasons or price deviations will be delayed for shipment until all holds are cleared. All shipments from Roscoe Medical are F. O. B. Origin. This means that the title of product transfers to the buyer at the time the product leaves the Roscoe Medical shipping dock or manufacturing location.

Free freight is available on qualifying orders of \$2,000 or more for ground shipment within the Continental United States (Hawaii and Alaska excluded) from Roscoe distribution centers. Free standard shipping is included on all cylinder six-pack and pallet quantity orders with the exception of M60 or M cylinders. Free shipping applies to standard shipping only and excludes all orders requesting overnight or rush delivery and special handling. At Roscoe's option, this freight policy may be subject to special terms and conditions for certain items.

Order Size <i>(before tax)</i>	Freight Charge
Less than \$300	\$17.99
\$301 to \$1999	\$34.99
\$2,000 +	FREE

Exceptions to Freight Policy:

- Published list freight costs plus handling fees will be charged on shipments to Puerto Rico and Canada
- Any order requesting overnight or rush delivery, and special handling will be charged at published list freight costs
- COD customers
- Direct ship items and clearance items do not apply to the above listed freight charges. Published list freight costs will be charged.

The freight charges listed above do not apply to the certain items such as hospital beds, cylinder carts and racks. The actual published list cost of freight for those items will be billed to the customer. If uncertain, please call a member of our Customer Service Team at (800) 376-7263.

A customer may pick up any available stock product at a Roscoe Distribution Center with a minimum of four (4) hours advance notice, from 9:00 - 4:00, local DC time. If a product is not available in a customer's primary shipping location, Roscoe Medical reserves the right to ship a product from its choice of location.

A customer may obtain tracking and delivery confirmation from the carrier or from a member of our Customer Service Team at (800) 376-7263.

Lifetime Limited Warranty

We warrant each item to be free of defects in material and workmanship under normal use. This warranty is in lieu of all other warranties expressed, implied or previously printed and does not apply in the event of negligence, abuse, misuse or normal wear and tear. We are not responsible for injury that may result from abuse, misuse or user negligence and our liability is limited to original selling dealer or distributor. Unauthorized service or modification of product invalidates warranty. If a covered defect is found, Roscoe Medical at its option will do one of the following: 1) Replace any defective or nonconforming part or product. 2) Issue a credit or refund at the original selling price.

Merchandise Inspection

The customer is required to inspect all merchandise upon delivery. Any visible damage or carton shortage should be noted on the carrier's delivery receipt. Claims for content shortage should be made to Roscoe Medical Customer Service Department within 5 days of delivery or any such claim is waived. Concealed damage requires immediate inspection by the carrier or any claim is waived. The customer is responsible for filing of all freight and concealed damage claims with the carrier.

Refused Shipments/Reconsignment

It is the responsibility of the customer to contact Roscoe Medical within 2 business days of the attempted delivery to inform Roscoe that a shipment has been refused. Refusing a shipment in full or part does not guarantee a credit to the consignee. If the consignee refuses the shipment, the carrier will return the product back to the original shipping location.

The refused shipment will undergo one or all of the following:

- RA assignment in accordance to RA assignment policy
- Returned to Consignee when applicable

Allow for thirty (30) days to process any RA associated with a refused shipment order. If a reconsignment of shipment is necessary, and it is found the fault of Roscoe Medical, then Roscoe will pay reconsignment charges and have the freight delivered to the original specified location. If a reconsignment is necessary, and it is found to be the fault of the consignee, then the consignee must accept and receive delivery of the shipment. Once the shipment is received, the consignee can negotiate a redelivery of the product at the consignee's expense.

Return Goods Policy

A Return Authorization Number must accompany all returned merchandise. A Roscoe Medical Customer Service Representative must authorize a return, issue a Return Authorization Number and provide return shipping address in advance of any return. Roscoe will accept returns within 30 days from the original ship date. A 25% restocking fee will be subtracted from the original cost and a credit for the difference will be issued. Returns must be shipped with freight charges prepaid. Shipping costs are not refundable (All collect shipments will be refused).

The Return Authorization Number must be marked clearly on the returned carton and is valid for 10 business days from the date of issue. Returned merchandise must be in the same unit of measure as originally purchased.

Return Merchandise Eligibility: Other than that covered by warranty, product must meet the following requirement in order to be accepted for return.

- Customer error will be only accepted for 30 days after shipment date
- Product must be unused and in the original packaging as well as in new and resalable condition
- Merchandise must be properly packaged
- All returns are subject to inspection

Non-Returnable Merchandise:

- Private label items
- Special orders
- Any product with expiration dates
- Open or unused items
- Items with missing serial number
- Returned without notification or valid RA number
- Returned more than 30 days after delivered



To Order:
 (800) 3-ROSCOE
 fax: (440) 572-4261
 roscoemedical.com