

PURCHASE ORDERS

Only the products, quantity, and specific shipping instructions shall be accepted by Source Medical. Any modifications regarding pricing or terms of sale must be addressed to Source Medical's local sales representative. Orders placed below a designated value may be subject to a \$20 handling charge. For Long Term Care customers, \$150.

PRICING

Our products will be invoiced at the selling unit of measure price. Pricing and specification are subject to change without notice. For specific pricing information, please contact your local Source Medical sales representative.

TAXES

Quoted prices are exclusive of all taxes and subject to duty where applicable. Purchaser is responsible for payment of all applicable sales taxes or will provide all applicable tax exemptions on official purchase orders.

PRODUCT DELIVERY

Source Medical shall use its best efforts to fill orders but shall not be liable for non-performance or delays resulting from product line shutdowns necessitated by retooling, strikes, upgrades of technology, acts beyond its control, or Acts of God.

Purchaser waives any rights under any agreement or any law to hold Source Medical liable for the direct, consequential, or special damages that may result thereby. Notification of order cancellation must be requested within 48 hours for goods not stocked by Source Medical. For goods stocked by Source Medical, an order cancellation will be accepted if Source Medical has not shipped the goods.

SHIPPING

When orders are shipped FOB destination, prepaid via Source Medical private truck or common carrier, they will be shipped in accordance with scheduled dates of delivery. If delivery requirements are requested by the customer outside the scheduled mode of transportation, the customer will assume responsibility for any freight costs. Orders where a combination of freight rates apply (more than one freight rate applies between origin and destination) will be shipped FOB the first transfer point freight prepaid and collect beyond.

TERMS/PAYMENTS

Payment of an invoice shall be in accordance with the terms stated on Source Medical's invoice. Invoices that are not paid according to Source Medical's terms of sales are subject to a late payment charge of 1.25% per month (15% per annum) or the highest amount allowed by law if lower.

Any portion of an invoice that actually is disputed **MUST** be explained to determine whether or not credit is due. To expedite resolution of your dispute, please enclose a copy of the disputed invoice along with your remittance.

PROOF OF DELIVERY

Customer request for proof of delivery shall be subject to a \$20.00 service charge unless Source Medical is unable to provide.

SHORT SHIPMENTS

Any short shipments must be noted on the consignee copy of the freight bill at the time of delivery or the claim will be disallowed.

Notify Source Medical's Customer Service Representative and provide all detailed information within 72 hours of receipt of shipment.

WARRANTY

There are no warranties that extend beyond the description and directions set forth on the labelling of the products purchased from Source Medical. Unless products are used according to directions on the label, all warranties expressed or implied, including warranty of merchantability or fitness, are specifically excluded.

RETURNED GOODS POLICY

1. All returns must be authorized by the Customer Service Representative.
2. Each request must include the following:
 - Customer name and address
 - Invoice number
 - Invoice date
 - Customer P.O. number
 - Quantity, catalogue number, and description of item
 - Reason for return
 - Lot number and expiry date
3. The return shipment must be coordinated with the Customer Service Representative, who will advise you of the proper mode of transport and location the product is to be returned to. A return authorization number will be issued and must be clearly referenced with your return. The goods must be returned within 10 days. Upon satisfactory inspection of goods, a credit will be issued.
4. Goods ordered in error are to be returned PREPAID. A minimum 25% restocking charge will apply.
5. Good shipped in error are to be returned COLLECT via Source Medical's carrier of choice, or private fleet.
6. Returns are not authorized for the following:

- Any item not purchased from the company
 - Any item purchased on a "special order" basis (unless the original vendor will accept the return); a minimum 25% restocking charge will apply
 - Expired or short dated products (less than 6 months expiration)
 - Any product for which special storage requirements are required (e.g., refrigeration)
 - Partial units of sale
 - Merchandise past 60 days of invoicing
 - Products not in unopened original carton that are unsaleable
7. Procedures for handling damaged goods and freight claims:
 - Inspect all shipments the day that they are received.
 - Any shipment damaged in transit requires an inspection from the delivering carrier.
 - Noticeable damage must be noted on the consignee copy of the freight bill at the time of delivery or the claim will be disallowed.
 - Concealed damage must be reported and a request for inspection made within 5 days of delivery.
 - Inspection results in a Damage Report, which is mandatory when filing a claim, per Department of Transport regulations.
 - Retain the merchandise in original packaging pending carrier inspection.
 - Contact the delivering carrier and request an inspection within 5 days for receipt of shipment.
 - Notify Source Medical's Customer Service Representative and provide all detailed supporting information.
 8. Transportation charges may apply based on customer annual sales volume and location. This will be calculated based on a flat charge or a percentage of the invoice value.



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