



PO Box 12600
Durham, NC 27709

Phone: (919) 544-8000
Fax: (919) 433-4990

www.teleflexmedical.com

Teleflex Medical Incorporated Standard Terms and Conditions

Ordering Information

For all Teleflex Medical branded products:

Customer Service hours are from 8:00 a.m. to 7:00 p.m. Eastern Time, Monday through Friday.

Orders may be placed with Customer Service by mail, telephone, facsimile, EDI, or email.

Mail To: Teleflex Medical Incorporated
P.O. Box 12600
Research Triangle Park, N.C. 27709-2900
Attn: Customer Service

Phone: 866-246-6990 (Toll Free)

Fax: 866-804-9881 Domestic
919-361-4111 International

EDI: Contact Customer Service to establish linkage

Email: cs@teleflexmedical.com

For all Teleflex Medical brands, please specify the following when ordering:

- Teleflex Medical account number
- Purchase order number
- Billing address
- Shipping address
- Product catalog number and quantity
- Special shipping instructions, if any

Terms and Conditions

Payment Terms

Payment terms are net thirty (30) days for customers with established credit

Ordering, Freight and Shipments

Delivery of all products is F.O.B. Teleflex Medical shipping point. All risk of loss passes to the buyer upon delivery to the carrier. Charges for special carrier services (ex. Sort and segregation fees) are the sole responsibility of the buyer.

Notification of short shipments and other shipping discrepancies must be reported to Teleflex Medical Customer Service within seven (7) business days of signed receipt of order. Upon receipt of shipment, all products should be unpacked and inspected and any damage noted on the freight bill and reported to the carrier.

Delinquent Payments

In the event of nonpayment of an invoice, all collection fees and/or legal fees incurred by Teleflex Medical will be added to the balance owed on the account, as permitted by law.

Return Goods Policy

A Return Goods Authorization (RGA) number must be received from Teleflex Medical Domestic Customer Service (866-246-6990) prior to returning any products. International customers may send their information by facsimile to 919-361-4111. Requests for return authorizations must be received by telephone, mail, email or facsimile within ninety (90) calendar days of invoice date and must include:

- Invoice number
- Purchase Order number
- Date of purchase
- Product Catalog number
- Quantity of items to be returned
- Lot or serial number
- Reason for return

All authorized return shipments must be shipped freight prepaid. Upon issuance of the RGA number, the customer will be advised as to which Teleflex Medical Distribution Center to ship the product. Goods returned without an RGA number will not be accepted or credited. Teleflex Medical will not accept any authorized return shipments after sixty (60) calendar days of the RGA issue date.

Terms and Conditions (continued)

Acceptable Returns and Credit Schedule

Reason for Return

Defective product	Invoiced price
Teleflex Medical shipping error	Invoiced price
Teleflex Medical order error	Invoiced price
Customer order error	Invoiced price less 30%
Refused shipment (not Teleflex Medical error)	Invoiced price less 30%
Customer stock reduction	Invoiced price less 30%

Unacceptable Returns

- Merchandise damaged in shipment. The carrier is responsible and should be contacted by the customer.
- Custom or special order products.
- Products not in the original packaging or in less than sales unit quantity.
- Product not in saleable condition.
- Obsolete or discontinued product.
- Private labeled products.
- Reusable goods over 60 days from invoice date
- Sterile products

At the sole discretion of Teleflex Medical any return shipments that do not comply with the above policy may be refused and returned to the sender at their expense.