

GENERAL INFORMATION

HOURS OF OPERATION

9:00 AM - 5:00 PM
 pacific standard time (PST)
 (Closed holidays and inventory days)

ORDER PROCEDURE

Orders may be placed any time by calling (800) 354-4767 however, orders placed after 5:00 PM will be received on an answering machine. For your convenience orders may be placed via FAX (925) 417-1413. PreSCRIPT will confirm your order on the following business day.

MINIMUM ORDERS

There are no minimum orders, however, orders for less than five (5) units per line item will be charged an additional \$1.00 per unit (container), i.e., if the normal price per container is \$3.50 each, orders for less than five containers will be invoiced at \$4.50 each.

TURNAROUND TIME

Turnaround time is 3 to 5 working days anywhere in the U.S.

SHIPPING METHOD

The following shipping charges apply.

Shipping method	Less than 50 units	50 or more units
Regular (3-5 days)	\$10.00	NO CHARGE
Rush (1-3 days)	\$10.00	\$10.00
	additional fee	additional fee
Refrigerated items	\$10.00	\$10.00
	additional fee	additional fee

Customers will not be billed for any shipping costs incurred for the shipment of backordered items.

RETURN POLICY

No credit shall be applied to expired medications. From time to time, industry shortages may require the purchase of short dated medications (6 months or less). In those cases, the customer will be entitled to 100% credit on the product if returned prior to the expiration date. All other medications shall be credited as follows:

Days from shipment	Credit applied
1 to 15 days	100%
16 to 180 days	50%
181 to 365 days	25%
365 days and over	0%

FINANCE CHARGE

1.5% per month on past due balance. A minimum fee of \$2.50 will be charged on all past due accounts.

THREE BILLING LABELS

PATIENT CHART LABEL

LOG RECORD LABEL

PATIENT RECEIPT

PATIENT LABEL



P.O. Box 10245
 Pleasanton, CA 94588
 FAX (925) 417-1413
(800) 354-4767