



TwinMed

Home Care & Hospice Customer Service Division

11333 GREENSTONE AVENUE, SANTA FE SPRINGS, CA 90670

TEL: (323) 582-9900 FAX: (323) 277-0614 TOLL FREE: (877) TWIN-MED

Customer Service Terms and Agreement

Address Correction

Our goal is to make sure that your clients receive their supplies in a timely and most accurate manner. We understand that changes do occur upon delivering supplies to your resident's physical address. It is important to notify Customer Service of any address changes before orders are placed. When a correction is made while attempting delivery a **\$15.95*** Address Correction fee per tracking # will be applied to your account.

Return Goods Policy

TwinMed offers a 30 day worry free warranty for all Patient Direct Orders. All returns must be **pre-approved** by either filling out a Return Request online or contacting our customer service department via email at hch@twinmed.com or call 1-844-886-3369. A Return Goods Authorization (RGA) will be issued once you provide your purchase order number, sales order number, date of purchase, reason for return, and # of boxes to be returned. Please make note of following:

- RGA will be valid for 15 days after being issued. Failure to return the item in 15 days after RGA issued will result in non-credit.
- Any *unauthorized* return(s) or item(s) will not be credited or may be returned at the senders' expense or destroyed at Twin Med's discretion.
- Used or damaged items (upon receipt) may not be credited.
- Shipping costs are non-refundable.
- Items Returned must be in its original & saleable condition in order to receive credit.

Return from Date of Delivery	Restock Fee on Saleable items in new condition
0-30 Days	\$12.95 Restock Fee**
31+ Days	Not returnable

** Small Parcel returns will be charged this fee. Any additional boxes will have a different charge which Customer Service will be able to provide.

The following items may not be returned:

- Special Order (Custom) or Non-Stock items may not be returned for credit.
- Hazardous Materials
- Unsaleable, altered, damaged, and/or opened packaging

*Fees are subject to change without notice.



TwinMed

Home Care & Hospice Customer Service Division

11333 GREENSTONE AVENUE, SANTA FE SPRINGS, CA 90670

TEL: (323) 582-9900 FAX: (323) 277-0614 TOLL FREE: (877) TWIN-MED

- Returns “Prohibited by law” items
- Products with less than 6 month’s shelf life (based on expiry date on product)
- Final Sale Items
- Enteral Nutrition & Supplements

An RGA # issued is not a guarantee of a credit and all returns are subject to the terms of the Returns Policy.

Return Procedure:

- Obtain a RGA from Customer Service at 1-844-886-3369 or email us at hch@TwinMed.com (you must provide your purchase order number, sales order number, date of purchase, total # of boxes to be returned & reason for return).
- Prepare package for pick up once RGA is received:
 - Remove old shipping labels, bar codes & any old markings on package(s)
 - Indicate Return Goods Authorization # on package(s)
 - Indicate TwinMed’s address to be returned
- TwinMed Customer Service will arrange for a carrier “call tag” or our own trucks to pick up return.
- Upon receipt of product in saleable condition, a TwinMed credit will be issued.

Damages & Shortages:

It is the customers’ responsibility to *notate any shortage or damage* on the Carriers’ freight bill/manifest or Bill of Lading *at time of delivery*. You must contact your TwinMed Customer Service Representative at 1-844-886-3369 or hch@twinmed.com to report damages or shortages within *7 business days* of receipt of the product(s). Failure to do so may result in items not being replaced or credit issued.

Incorrect Item Shipped:

In the event an item is shipped to you in error, you must notify customer service within 7 business days of receipt of order so that we may replace the correct item at no freight cost to you as quickly as possible. Procedure as follows for processing of incorrect items received:

- Report error within 7 business days
- The correct item will be shipped on the next available ship day
- An invoice will be issued for the incorrect item
- A credit will be issued upon return of incorrect item within 15 days of receipt. The item must be in saleable condition and subject to the terms of the Return Policy.

*Fees are subject to change without notice.



TwinMed

Home Care & Hospice Customer Service Division

11333 GREENSTONE AVENUE, SANTA FE SPRINGS, CA 90670

TEL: (323) 582-9900 FAX: (323) 277-0614 TOLL FREE: (877) TWIN-MED

Quality Assurance

In the event an item does not meet quality specifications or is deemed as defective, please contact Customer Service within 15 days of receipt of product. All returns must be **pre-approved** by contacting our customer service department via email at hch@twinmed.com or call 1-844-886-3369. A Return Goods Authorization (RGA) will be issued once you provide your purchase order number, sales order number, date of purchase, reason for return & # of boxes to be returned.

Ordering Policy

www.twinmed.com

Webinars are conducted at the time your account is set up. Additional training can be scheduled by contacting your Customer Service Representative.

Shipping Guidelines

Cutoff time for all orders is 12:00PM Local Time

- Bulk Orders-Orders shipping to your offices and/or to Senior Living Facilities under \$350 will be charged freight.
- PHD-All Patient Home Deliveries/Residential Direct Shipments will be charged your regular, assigned delivery rate.
- Special orders being drop shipped directly from the manufacturer may be subject to a drop ship surcharge plus freight.

Expedited Delivery

Available upon request/Additional charges may apply

All shipments are subject to stock availability.

Back Orders

We pride ourselves on a 99.8% order fill rate. From time-to-time, we do experience out of stock situations. We communicate back orders via an acknowledgement which will be e-mailed to you. Every attempt will be made to ship product from an alternate warehouse (allow for additional transit time) or to find a suitable substitution in the event of a manufacturer back order.

Quality Control

All orders are picked and checked for 100% accuracy / quality control. If you have any item(s) missing or damaged upon receipt, please inform you customer service agent immediately.