

Bell Medical Services Terms & Conditions:

Privacy Policy:

We respect & value your privacy. We collect information during the checkout process and retain your email information unless you choose to exclude yourself. We use this information to inform you of the status of your order, as well as promotions, specials, services, products and contests. This information also allows us to administer our business services, provide customer service, and continually improve our website. We DO NOT store credit card information on our server. We DO NOT share your information with third parties

Return Policy:

Returns **MUST** be pre-authorized by our customer service department.

CREDIT WILL NOT BE ISSUED WITHOUT A RETURN MERCHANDISE AUTHORIZATION NUMBER. ANY PRODUCT RECEIVED WITHOUT A COPY OF THE RMA WILL BE RETURNED TO THE CUSTOMER.

- Contact our Customer Service Department at (800) 828-8008 ext. 0 to request a Return MERCHANDISE Authorization Number (RMA).
- For credit consideration, product returned **MUST** be UNOPENED, in the original manufacturer box and contain all the original packaging. Product's outer packing **MUST NOT BE** written on, ripped, crushed, wet, labels defaced, torn, removed, etc. All instructions, warrantee, and other literature must be included and not damaged.

Products not meeting these requirements will be returned to the customer and no credit will be issued.

- Temperature controlled items, including vaccines, are non-returnable.
- No restocking fee charged on most items returned within 30 days of receipt AND returned within the authorized time frame.
- No returns will be accepted past 30 days from invoice date.
- No returns of custom or special order items unless pre-approved by management. If approved, a restocking fee may apply.
- Furniture & Equipment, and special order items are non-cancellable and non-returnable.
- Shipping & miscellaneous charges may only be credited in the event of a Bell Medical Services error.
- No returns of defective merchandise after 30 days of invoice. If a defective item is returned within 30 days of invoice date, Manufacturer's policy may supersede Bell Medical's policy.
- Our customer service representative will gather your information and issue an RMA#.
- Repack the item(s) in the original shipping carton with sufficient packing material to prevent damaging the item(s).
- Be sure to include a copy of your assigned Return Authorization Form.
- Ship package via prepaid freight, using a traceable service.
- Ship package to:

**Bell Medical Services
Attn: Returns Dept.
120 Vanderburg Road
Marlboro, NJ 07746**

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Delivery Policy:

Orders are delivered via UPS & FedEx. **Most orders being delivered within the tri-state area are received the next day.**

All orders are charged freight unless previous arrangements have been made.

Additional charges may apply in the following instances:

- All orders under \$250 are charged freight.
- Orders shipping to AK, HI, or US territories outside the contiguous United States.
- Orders for equipment or furniture, or requiring additional service staff or special handling & set-up
- Refrigerated items are shipped via UPS overnight or 2nd day, Monday-Wednesday and charged a \$9.95 Manufacturer's Refrigeration Compliance Fee.
- Please make sure your office is available to receive the product on the day it is scheduled to arrive. If you require overnight delivery, Call 800-828-8008 ext. 1 to speak with a customer service representative.

Payment & Tax Policies:

Payment Options:

- We accept MasterCard, American Express, Visa, Discover, Certified Checks, Electronic Checks, Business Checks (with approved credit), Money Orders, & Wire Transfer.
- If you would like to apply for credit, please call our Customer Service Team at 800-828-8008 ext. 0 to set up an account for credit approval.

Sales Tax

Bell Medical charges sales tax on all applicable items being delivered to New Jersey, Florida, New York, Maryland, Ohio, Michigan, and Virginia. This is subject to change at any time. Customers from other states are responsible for remitting the appropriate tax for the state in which they reside.

Cancellation Policy:

In the event you wish to cancel an order, please notify us as soon as possible. If your order has already been shipped, it may not be cancelled and is subject to our Return Policy. Furniture, equipment, and special order items are non-cancellable and non-returnable unless pre-approved by management. If approved, a restocking fee may apply.

Restricted Items:

Rx Items: Federal Regulations require us to limit the sale of certain products to registered, licensed physicians. These products will have an alert pop up on the screen stating that a license is required to purchase the item. In order to purchase these products, please call our Customer Service Team at 800-828-8008 ext. 3, so we can set up your account with a copy of your Physician's License.

Controlled Substances: If you wish to purchase controlled substances, please call our Customer Service Team at 800-828-8008 ext. 3, so we can get a copy of your Federal DEA License.