

American 3B Scientific Policies and Guarantees

Pricing and Product Information

We make every effort to ensure pricing and product accuracy. Unfortunately, sometimes information is printed incorrectly. We will honor pricing and product specifications to the best of our ability, but reserve the right to correct typographical errors. We will try to inform you of any product discrepancies before you order. All prices are in U.S. currency.

Price Matching

We guarantee highest quality at the lowest prices. If you obtain a comparable product of the same quality at a lower price within 14 days of your purchase date, we will take our product back and refund your full purchase price.

Price Quotes

Big or small, our sales representatives are ready to provide you with very competitive price quotations. Contact us and let us bid today!

Credit Terms

We accept purchase orders from most educational institutions. If you are ordering with a purchase order you can fax it to us for immediate action or drop it in the mail to us. Otherwise we require pre-payment with a check, Discover, American Express, MasterCard, Visa, or Diner's Club credit card. If you wish COD delivery please add an additional \$9.00. (CASH ON DELIVERY)

Delivery Dates and Shipping

We are going to get your products to you as soon as possible after your order is processed, unless otherwise requested. If you need your products shipped at a future date, please let your sales representative know when ordering. Partial shipments will be invoiced separately. Shipping charges are prepaid and added to your invoice.

- We use FedEx ground to ship most products. Some large or heavy items must be shipped motor freight for an additional charge.
- Express Shipping is available if you need your product right away. We will overnight it for an additional \$30.00, 2-Day for an additional \$20.00 and 3-Day for an additional \$15.00
- We ship 2-day to Alaska and Hawaii. For international orders, please call customer service for shipping charges and delivery times.
- Some oversized items may require additional shipping charges
- Delivery to residential addresses is \$2.00 additional
- Due to the volatility of fuel prices we reserve the right to adjust shipping charges. Your sales representative will inform you of any changes at the time your order is received.

No Risk Buying

We strive to make sure that you receive the highest quality products and service. If for some reason you are not completely satisfied with your purchase, please contact us within 14 days of receipt of your merchandise. We will either refund your full purchase price or exchange your product. Simply ask your sales representative for a return merchandise authorization number.

Customer Satisfaction

Your satisfaction is important to 3B and our sales representatives are available to make sure you receive the attention and information you need to make well-informed purchases. Please contact us if you have product questions or require any other help regarding our products! We will happily provide additional copies of our Science, Therapy or Medical catalog to you, or a colleague. Please email us at sales@a3bs.com, call toll free 1-888-326-6335, or fax toll free to 1-866-992-1514.

Full Three-Year Warranty!

We unconditionally warrant our products' quality. If any product is found to contain defective material or workmanship within three years of invoice date, we will replace or refurbish the product. This warranty does not extend to any item that has been subjected to abuse, neglect, accident or improper installation or application. Nor does it extend to products repaired or altered outside of our facilities. Your original invoice will serve as proof of purchase so please retain a copy for your records.

Restocking

A 20% restocking fee applies for products returned after the 14 day grace period.

Missing or Damaged Merchandise

To ensure your order has arrived in its entirety, please check it immediately upon receipt. Count the boxes, check for damage, and check the shipment against the packaging slip. If any merchandise is missing or damaged, please call your sales representative promptly and we will take care of it.

Non-Returnable Items

We cannot accept returns on some custom made, special order, or any multimedia items (software, books, videos, etc). Health Laws dictate that we must refuse returns of orthopedic soft goods (pillows, linens), braces or electrodes after they have been tried on or used, so do not remove protective plastic from pillows or other orthopedic soft goods if you aren't sure whether you want to keep the item. We cannot accept returns on any creams, lotions, oils or any other perishable personal-care products which have been opened.

ORDER TODAY!

Phone

Order by Phone:

Call toll free

1-888-326-6335

8 am - 7 pm EST

Monday - Friday

Fax

Order by FAX:

Toll Free Fax

1-866-992-1514

Web

Order on the Web:

Point your browser to

www.a3bs.com

24 hours a day,

7 days a week.

Mail

Order by Mail:

2189 Flintstone Drive,

Suite O

Tucker, GA 30084