

ORDERING / RETURNS / SHIPPING POLICIES

ORDERING

ORDER ENTRY

- All orders are subject to acceptance by HARPS USA, Inc. and will be accepted when confirmed in writing with pricing to HARPS USA. Orders may be placed by customer via:

Fax: 888.330.9011

or

E-Mail: customer.service@harpsglobal.com

Sales Rep/Distributor Online Ordering at www.gotgloves.com

"Requires username and password"

- Standard minimum product order: 5 cases (no partial cases).
- Standard minimum order for pre-paid freight: \$2500.00
- Drop ship orders will have a flat drop ship fee at a rate of \$25.00 per order.
- All drop ship orders less than pre-paid freight minimum is subject to freight charges and will charge Customer for freight (pre-paid and add).
- All orders submitted must include: Bill to and ship to addresses, customer account number, HARPS USA part numbers, quantities, and pricing for each item.
- Accounts must be in good credit standing with HARPS USA for their purchase orders to be considered valid at the time of receipt.
- Customers using their collect account numbers and carriers will need to provide carrier name and collect account number. Carriers outside of the scope of HARPS USA contracted carriers will require customers to arrange pick up through their selected carrier. Customer will accept all responsibility for consignee-collect shipments when Customer's carrier takes possession of product.
- All orders are subject to **General Terms and Conditions of Sale**. [Terms](#)

ORDERING POLICY FOR PRICE CHANGES

The following terms apply to ordering product when a price change is taking effect. To receive the current, or older, of the prices:

- Orders received while an account is not in good credit standing with HARPS USA are not considered valid orders and may be subject to the price increase.
- All orders must be received the day before the new price takes effect by 11:59pm.

RETURNS

RETURN GOODS POLICY

All product returns must be authorized in advance by HARPS USA, Inc. for a return authorization number. Unauthorized returns will be refused by HARPS USA. RA's must be requested within 30 days of invoice date. Each request for return must be directed to Sempermed USA's Customer Service Department at customer.service@harpsglobal.com for approval.

Merchandise Return Criteria

- Products that will be accepted by HARPS USA:
 - Only full, unopened cases in their original packaging are returnable
 - Return product must be 12 months or less from the manufacturing date
 - Product must not be damaged
- Products that will **NOT** be accepted by HARPS USA:
 - Private label Product
 - Discontinued Product
 - Product that was "Special Ordered" or part of a purchasing incentive
 - Product more than 12 months from date of manufacture
 - Damaged Cases
 - Partial Cases
- Upon approval, a HARPS USA Customer Service Coordinator will issue an RA#. The RA must include:
 - Reason for return
 - HARPS USA stock item number(s) and quantity for each stock number
 - The manufacturing date for each case being returned (please note that product in excess of 12 months from Manufacturing date is not returnable)
 - Original P.O. number and HARPS USA invoice number(s)
 - Information should be directed to a HARPS USA Customer Service Coordinator by email

- Return authorizations are valid for 30 days and must be shipped pre-paid and received at HARPS USA designated return facility within 45 days. If a product has not been received within 45 days, the return authorization is void and products received after 45 days will not be credited.
- HARPS USA shipping error or defective material.
 - Full credit will be issued with properly documented Proof of Delivery for shipping errors. Re-orders for replacement products are not required to meet order minimums.
- Returns not due to shipping errors or defective materials are subject to a 20% restocking fee deducted from the credit.

SHIPPING POLICIES

PRE-PAID FREIGHT GUIDELINES

- HARPS USA will provide pre-paid freight for any order that meets or exceeds \$2500.00 and is shipped anywhere within the lower-48 states. Pre-paid freight is limited to the cost of transportation from the shipping facility to the receiving dock of the customer. HARPS USA reserves the right to make all carrier and routing decisions when paying for freight. The following expenses are not covered by pre-paid freight and will be invoiced to the customer:
 - Residential Delivery or Non-Commercial Delivery
 - Lift-Gate charges
 - Sort and Segregation fees
 - Carrier unloading wait time
 - Security checks
 - Any other services requested by the customer directly to the carrier resulting in an accessorial charge. (lumpers, inside delivery, detention, etc.)

FREIGHT DAMAGES/SHORTAGES

- All deliveries with damages and/or shortages **must be indicated on the Carrier's bill of lading and signed by the receiving employee and carrier driver at the time of delivery.**
- Concealed damage must be reported to the HARPS USA team within 2 business days of product delivery.
- Concealed damage not claimed within 2 business days or discrepancies not indicated on the Bill of Lading at the time of delivery **will not be considered for credit.**

**Freight & Product issues/complaints must be reported to
Customer Service (customer.service@harpsglobal.com)**