



AGI CUSTOMERS

Frequently Asked Questions

GEMCO/AG Industries (AGI) Distribution Agreement

Why did AGI choose to partner with GEMCO Medical for its distribution?

With COVID-19, AGI has seen an unprecedented demand for their product. By partnering with GEMCO Medical and stocking its products at GEMCO Medical's Midwest distribution hub, service levels will improve, delivery times will be faster, customers will have access to a broader range of products and additional programs such as private label, dropship, and 3PL services.

Who is GEMCO Medical?

GEMCO Medical is a leading medical supply wholesaler and third-party logistics provider of innovative diabetes supplies and other medical products. With over 25 years' experience and more than 45 direct manufacturing partners, the company prides itself on offering invaluable industry insight, product knowledge, competitive pricing, and customized 3PL fulfillment solutions for its customers nationwide.

What other products does GEMCO Medical offer?

GEMCO Medical started out as a pioneer in the diabetes supply industry and has been adding to its extensive product portfolio ever since – from major manufacturers to value brands – for greater choice and patient satisfaction. Please view our [online catalog](#) for the most current product selection.

What does this mean for AGI customers?

Starting April 1, GEMCO Medical will manage AGI accounts located in the Eastern region of the U.S. and fulfill orders from its GEMCO Medical Midwest distribution hub, shortening delivery times and improving overall service levels.

Will there be any staffing changes that might affect my account?

Yes, if you are located in a state east of the Mississippi. With the account management change to GEMCO Medical, you will now have a dedicated account manager who will take care of all your needs. To obtain the contact information for your representative, email sales@gemcomedical.com. GEMCO Medical can offer you invaluable industry insight and product knowledge, not only on AGI's products but with other product categories like diabetes and information on programs to help you grow your business.

Will I have to open a new account?

Yes, before you can place an order, you will have to complete a [GEMCO Medical New Account Application](#) to establish credit terms. GEMCO Medical is an entirely separate company. However, you only have to do it once for the life of your account. Your account manager can assist you with this process.



How do I place an order with GEMCO Medical?

Once you have an account established, there are several ways to place orders — by phone, fax, email, electronic data interchange (EDI), or online through our secure customer portal at www.gemcomedical.com. Your account manager can assist you.

Does GEMCO Medical have an order minimum?

No. GEMCO Medical does not have order minimums – no order is too small or too big!

Will the item numbers stay the same?

Yes. The AGI item numbers will remain the same.

Will quantities stay the same?

The vast majority of case packs and quantities will remain the same. However, a few items such as oxygen concentrator cabinet filters will be sold in packs of ten rather than by each. Standardization to pack quantities will aid in keeping prices low in the future.

Will my pricing change?

GEMCO Medical's goal is to provide overall savings, and every effort has been made to keep current prices the same or lower. We are confident that any price increase experienced on an individual item will be offset by savings on other items or with lower shipping costs.

What is your shipping policy?

GEMCO Medical's [shipping rates](#) are very competitive. Depending on your ship-to location, you will likely see better rates from our Midwest distribution hub versus AGI's west coast manufacturing facility.

I'm interested in drop-shipping to my customers. How do I get this setup?

Speak with your account manager for a quote and additional details. GEMCO Medical can *customize a flexible program* to meet your specific needs as you begin.

What about same-day shipping?

GEMCO offers same-day shipping. Cutoff times vary based on the shipping method. Orders will ship the same day if the order is placed by:

- 1:00 PM EST for LTL Shipments
- 2:00 PM EST for USPS
- 3:00 PM EST for UPS

Expedited shipping is also available with applicable charges.

What are my payment options?

GEMCO Medical offers convenient payment terms with an approved credit application.

Other [payment options](#) include:

- VISA, MasterCard, Discover, and American Express. Additional fees may apply to credit card payments.
- Automated Clearing House (ACH) Check or Wire Transfer.
- Company/bank check or money order.



HELPING YOU... HELP YOUR CUSTOMERS

What is GEMCO Medical's return policy?

All [returns](#) require a written authorization prior to the return of any product. We will provide you with a Return Merchandise Authorization (RMA) Number, which is valid for 30 days. All returns require the RMA # with a copy of the invoice for proper credit to be issued.

Who can I contact with further questions?

Contact GEMCO Medical at sales@gemcomedical.com, and we will put you in touch with your dedicated GEMCO Medical sales representative who services your area.