



TERMS AND CONDITIONS

ORDERING INFORMATION:

Customers may place orders to GEMCO Medical via EDI, telephone, fax, or through the GEMCO Medical website (www.gemcomedical.com). A valid GEMCO Medical account number is required when placing an order. Any changes to stock orders (additions, deletions, or item changes) must be received prior to the order reaching the shipping floor. A separate order may be required if order revisions are needed after the shipping process has begun. If it is necessary to change or cancel an order for a non-stock/dropship item, GEMCO Medical must be notified immediately within the same business day of the acknowledgment date.

Phone orders may be placed by calling (800) 733-7976, Monday through Friday from 8:30 AM to 5:00 PM (EST). Online orders may be placed at www.gemcomedical.com with 24/7 availability. Orders may be emailed to orders@gemcomedical.com or may also be faxed to (844) 416-0579. Please be sure to provide the following:

- Account number
- Billing and shipping address
- Purchase order number (if applicable)
- Your name and telephone number
- Product number/description
- Unit of measure and quantity ordered
- Promo Code (if applicable)

PRICING:

GEMCO Medical reserves the right to change product specifications and/or prices without prior notice. Our Customer Service Team will provide pricing to authorized GEMCO Medical dealers and distributors only. Prices are based on units of measure as listed on all invoices.

PAYMENT OPTIONS:

GEMCO Medical offers convenient payment terms with an approved credit application. Other payment options include:

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

FREIGHT POLICY:

GEMCO Medical ships orders for stock products within 24 hours. Orders placed on hold for credit reasons or price discrepancies will be delayed until the hold status is cleared. Orders could also be delayed if your state licensing on file is not current. GEMCO shipments are F.O.B. origin. The title of the product transfers to the buyer once it leaves GEMCO's shipping dock or manufacturer location.



BULK/B2B ORDERS:

GEMCO dealer accounts will receive free freight on qualifying orders of \$2,500 or more for ground shipment within the Continental United States (Hawaii and Alaska excluded). Free standard shipping is included on all cylinder six-pack and pallet quantity orders except for M60 or M cylinders. Free shipping applies to standard shipping only and **excludes all orders requesting overnight, rush delivery, or special handling.**

Bulk/B2B Freight Rate Schedule	
Order Size	Freight Charge
Less than \$250	\$14.99
\$251 - \$500	\$17.99
\$501 - \$999	\$24.50
\$1,000 - \$1,500	\$29.50
\$1,501 - \$2,500	\$34.50
\$2,500 +	FREE

At GEMCO’s discretion, this freight policy may be subject to special terms and conditions for certain items priced below standard pricing. Exceptions to freight policy:

- Published list freight costs plus handling fees will be charged on shipments to Hawaii, Alaska, Puerto Rico, Guam, the U.S. Virgin Islands, and Canada.
- Any order requesting overnight or rush delivery, and special handling will be charged at published list freight costs.
- Direct/dropship items from manufacturers and clearance items do not apply to the above-listed freight charges. Additional freight costs may be charged.

The freight charges listed above do not apply to certain items such as hospital beds, wheelchairs, cylinder carts, and racks. The published list cost of freight for those items will be billed to the customer. If uncertain, please call a member of our Customer Service Team at (800) 733-7976.

DROPSHIP/FULFILLMENT SERVICES:

GEMCO Medical provides dropship and order fulfillment services. These services provide customers with customized solutions to deliver products in the most cost-effective manner based on the specific needs of each customer. Please contact your sales representative for a quote or additional details.

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