



PREVENT PRODUCTS, INC.

1355 Mendota Heights Rd. Suite 210 Mendota Heights, MN 55120
Phone: (800) 234-8291 Fax: (800) 440-4282
www.preventproducts.com info@preventproducts.com

GERILINE™ Terms & Conditions

Credit Terms

Our terms are **NET 30** days upon approved credit. Accounts with open invoices that exceed 30 days will be placed on credit hold until payment has been received.

Payment Terms

We accept Visa, MasterCard, Discover and checks/money orders in US Funds. Payments received in foreign currency are subject to additional processing fees. Return check fee is \$35.00.

Shipping & Handling

All in stock merchandise will generally be shipped after order processing (within approximately 2 business days). Please allow 3 to 7 business days for shipment via UPS Ground within the Continental US.

Continental US Rate Chart		
Purchase Total		Rate
\$0.00	\$24.99	\$6.95
\$25.00	\$49.99	\$8.95
\$50.00	\$99.99	\$9.95
\$100.00	\$199.99	\$11.95
\$200.00	\$499.99	\$15.95
\$500.00	\$999.99	\$17.95
\$1,000.00	\$1,999.99	\$19.95
\$2,000.00	+	Contact for Quote

Please contact Customer Service to request shipping and handling rate quotes for: orders over \$2,000.00, shipments outside the Continental US*, expedited shipments or Saturday delivery (additional terms and fees apply). UPS third party billing is available upon request (handling fee applies).

Orders shipped to PO Boxes or APO/FPO addresses will be shipped via USPS Priority Mail. Time in transit may vary.

Orders shipped to Canada will be shipped via UPS Standard service. Add \$10.00 to listed rates.*

If your order includes out-of-stock merchandise, we will ship back ordered items standard service at no additional charge.

* Orders shipped outside the US may be subject to additional fees such as taxes and duties that are the responsibility of the recipient. Time in transit may vary.

Return Policy

Prevent Products, Inc. reserves the right to deny any return claim.

- Please obtain a Return Merchandise Authorization (RMA) Number prior to returning any product. Contact Customer Service at **(800) 234-8291** or info@preventproducts.com.
- All returns must be made within 30 days from invoice date, accompanied with a copy of invoice, RMA Number, contact name, telephone number, and explanation/reason for return. We recommend returning in original shipping carton, unless otherwise directed.
- Returned merchandise must be in original unopened packaging to receive a full refund (less shipping and handling charges).
- All items must be returned **prepaid** to PREVENT PRODUCTS, INC., Attn: Returns Department. Please, no C.O.D. We recommend that you send the package with a traceable and insured carrier. Prevent Products, Inc. is not responsible for returned merchandise that has not been received.
- Unless defective, certain merchandise cannot be returned once opened due to hygiene management policies. Contact Customer Service for more details.
- Refunds will be issued based on the original invoice amount and will be credited using the original method of payment. Please allow 4 to 6 weeks for processing of all returns. A 15% restocking fee will be assessed for returns or exchanges of opened merchandise (unless defective).