



# Trade Policy



## TERMS AND CONDITIONS

Payment is due Net 30 days from date of invoice. **Pay from the invoice included with shipment or in cases of separate shipping and billing addresses, the invoice mailed on the day of shipment.** • An account statement of outstanding invoices is mailed as a courtesy for accounting departments but should not be used to determine payment as waiting for a statement could result in an invoice becoming past due. • Past due accounts shall bear interest at the rate of 1.5% per month or the maximum allowed by law, whichever is less. • Accounts must be current to receive further shipments. • Any deduction from an invoice must be authorized by customer service. • Product availability and pricing are subject to change without notice. All products backordered will be shipped as they become available without customer contact unless previously canceled by customer. • Purchasers must be appropriately licensed. OCuSOFT® assumes no liability for purchaser or user compliance with state laws or review of professional or product literature. **OCuSOFT® accepts payment by American Express, Master Card, Visa, Discover, Money Order, check, or check by phone. Pricing listed is contingent on sales within Channel of Trade.**

## RETURN GOODS POLICY

**Authorization:** Prior to returning products, a Return Goods Authorization (RGA) number must be obtained by contacting OCuSOFT®. Customer Service Department. **Please have the following information available when calling for an RGA Number:** Customer name, invoice number, date of invoice, lot number, expiration date and nature of problem. This number must be visible on the address label. Unauthorized returns will be refused. CREDIT WILL BE ISSUED BASED ON THE ACQUISITION PRICE.

### Credit Policy

- Products must be in original packaging and in same condition as when shipped.
- Return must include a copy of invoice or be accompanied with an invoice date and number.
- Return must be within 30 days of invoice.
- All instruments must be returned within 30 days of initial purchase in order to issue full credit or replacement.

### Items Not Eligible For Credit

- Product must not have expired.
- Product must not have been purchased on Monthly Special or any other offer featuring short dated product.
- Product must not have been a special order item.
- Reimbursement for freight charges and call tags will not be allowed.
- Products received without the Return Goods Authorization Form will not be credited.

### Return Procedure

All returns must have a RGA number on the address label to be eligible for credit and must be returned by UPS Ground or insured mail (or you must assume the risk of loss or damage during shipment). All returns must be accompanied by a signed Return Goods Authorization form. OCuSOFT® does not issue credit for returns not received by OCuSOFT® and is not responsible for tracking returned products. OCuSOFT® will not reimburse FED EX or any overnight express costs. Send all returns PREPAID directly to:

### OCuSOFT® RETURNS DEPT

RGA # \_\_\_\_\_

301 Kroesche Rd.  
Rosenberg, TX 77471

All returns are subject to final count and acceptance by OCuSOFT, Inc. Credit will be issued only on those products that meet our Return Goods Policy.