

# ASSISTIVA

## Sales Terms and Conditions Special Order and Handling Charges

### 1. Drop Ship

Orders from Distributors/Dealers who are directing us to drop ship to their user-customers generate a handling charge of **\$10.00** per order.

### 2. Replacement Parts

**Reachers-** Rubber Cups as replacement parts for Reachers can be purchased. Handles, trigger and pivot pins, straps, washers, screws, etc. are not available.

**Lighted Walking Cane-** Replacement Lamps can be purchased.

### 3. Minimum Order Quantity

The Standard Packaging is 6 per case (unless otherwise noted) and the Minimum Order Quantity is (1) Case Per Item Ordered at Dealer Pricing and (3) Cases at Distributor Pricing.

### 4. Orders requiring ASN's

Shipment tracking information or proof of delivery is charged a **\$10.00** handling charge. A customer who requests proof of delivery to substantiate our claim for the payment of a specific invoice is exempt from this charge.

### 5. Orders requiring "blind" shipment

Orders requiring "blind" shipment (with special packing and labeling) are charged a **\$10.00** handling charge.

**5a. Special labels-** Orders requiring any special labeling will be charged \$5.00 per labeled item.

### 6. Inaccurate Information

Orders received from a customer containing inaccurate or incomplete shipping information and resulting in a misdirected shipment will be charged a \$20.00 handling fee, in addition to, any cost incurred for the re-routing of the shipment. Assistiva's Accounting Department will identify the specific incidence and invoice the customer accordingly.

**7. Product returned** by the customer (other than warranty and over shipment claims) will be subject to a **25%** restocking charge and must be pre approved by Assistiva. The return shipment must be prepaid by the customer unless also pre-approved by Assistiva. All unapproved returns will be refused.

**8. Late Payments-** A 1.5% interest rate per month will be charged on payments received after due date.