



TO: DISTRIBUTOR
DATE: Rev.: 8-07
RE: Attends Healthcare Products Rebate Policy

The purpose of this correspondence is to share with you Attends Healthcare Products policy regarding rebates. A better understanding of our program and policy will hopefully ease both your and Attends Healthcare Product's administrative burden.

As you know, rebates have become a critical part of our business. They require a tremendous effort and a great deal of attention. It is our desire to work closely with you to minimize the administrative tasks associated with rebate programs.

Calculation of Rebates:

- Calculation of rebate claim:
DISTRIBUTOR List Price - Contract Cost = Rebate \$ due to DISTRIBUTOR
- The contractual sell price of an item is determined on the day the order was placed. The subsequent rebate claim is based on the order date of the item. If pricing has changed on an item during the terms of the contract, the amount deducted must reflect the new pricing 30 days after the new price is effective.

Documentation Requirements:

(See Attachment A "Sales Tracing Generic" required format form)

(See Attachment B "Submitting Data Electronically" memo)

- **Attends Healthcare Products reserves the right to audit DISTRIBUTOR'S files and records that relate to rebate sales.**
- Deductions are allowed on approved amount(s) only. The approved amount will be submitted to the distributor only after complete review of the rebate claims for the specified time period. **NO CHECKS WILL BE ISSUED FOR CUSTOMER REBATE CREDITS.**
- **ALL CREDITS ISSUED MUST BE TAKEN WITHIN 60 DAYS OF THE DATE ISSUED/SENT TO THE DISTRIBUTOR OR THEY WILL BE FORFEITED.**
- **DISTRIBUTOR** shall supply as back-up documentation to the rebate claim, product information to include: product number, invoice date, Invoice number, order date, quantity sold, unit of measure, list price, contract price and rebate amount claimed. This will be shown on a per customer basis (name and address). The contract ID number/name shall also be provided. Proper documentation and information is critical in determining the eligibility of a rebate.

NOTE: ALL CLAIMS SUBMITTED WITHOUT THE APPROPRIATE DOCUMENTATION INFORMATION, WILL BE DENIED UNTIL COMPLETE DOCUMENTATION IS RECEIVED.

Rebate Submission:

- **DISTRIBUTOR** shall duly process rebate requests on a timely basis. All rebate claims should be sent and received by Attends Healthcare Products **NO LATER THAN THE 15TH** of the

month following the month claimed. I.e. example: claims for September Distributor sales to be submitted by 10/15, two (2) weeks after month end, with the credit adjustment to be issued ASAP but no later than 10/30 thirty (30) days after month end. However, claims should be processed and sent to Attends Healthcare Products as soon as the month end is closed. Requests should be sent on a monthly basis not accumulated and sent BI-Monthly or Quarterly.

- **Attends Healthcare Products reserves the right to refuse rebate requests sent after 60 days.**
- **NO REBATE REQUESTS WILL BE ACCEPTED THAT ARE OLDER THAN "1" YEAR FROM THE DATE OF THE SALE TO THE END USER.**

Methods of Rebate Claim Submission:

(See Attachment A "Sales Tracing Generic" required format form)

(See Attachment B "Submitting Data Electronically" memo)

1. EDI (Electronic Data Interchange "867"s) – **Preferred submission method**

If you are not currently sending your rebate submissions electronically but are capable and would like to start this process please contact Attends Healthcare Products Account Manager, the EDI Department at 252-752-1100 or your Rebate Analyst for more information.

2. Email file to rebates@attends.com or your Attends Healthcare Products Rebate Analyst

Rebate Reconciliation:

- Attends Healthcare will issue a confirming credit adjustment for the rebate claim. Attends Healthcare will issue credit adjustment as soon as the rebates are entered, verified and approved or by the month end of the month received but no later than thirty (30) days from receipt date of rebate claim from DISTRIBUTOR.
- If discrepancies are found in DISTRIBUTORS rebate claim, Attends Healthcare will subsequently issue an exception report, by customer, by item, notifying **DISTRIBUTOR** of potential discrepancies. **DISTRIBUTOR** will then reconcile the claim and re-apply or re-submit for the rebate when applicable providing the appropriate backup documentation to substantiate the claim within 30 days of the notification.. If the discrepancy results in an overdeduction taken repayment will be made to Attends Healthcare Products within 30 days of notification.

If you should have any questions regarding your rebate claim, please contact the appropriate Rebate Analyst for your account. If you are a new rebate customer, a Rebate Analyst will be assigned to your account and you will be notified of that person's name and phone number.



**REBATE POLICY
LETTER OF ACCEPTANCE**

To insure that this letter has reached the appropriate person, please sign our letter of acceptance and return this page. Your signature indicates acceptance and understanding of the term's outlined in the above policy.

Return to:

Jason Sumner
AR Manager
Fax # 252.752.0437

Distributor Name _____

Printed Name of Recipient: _____

Title: _____

Date: _____

Signature: _____

Attends Healthcare Products sincerely appreciates the relationship and the commitment that we share for the benefit of our mutual customers.