



COMMERCIAL POLICIES

Effective July 1, 2009

- Applicable for all distributors.
- Supersedes all prior commercial policies.
- Subject to change by Attends Healthcare Products without notice.

STANDARD COMMERCIAL POLICIES

ORDERS:

- **Order Confirmation:** Accepted/booked order will be confirmed via email within 24 hours after being accepted/booked by Attends.
- **Shipment Confirmation:** Shipment will be confirmed via email when truck leaves Attends Healthcare Products' docks.
- **Order Submittal:** Written order submission required by fax (800-933-8433) or EDI.
- **Minimum Order Size with Prepaid Freight:** Full truck quantity (30 pallets) to a single ship point, product may be mixed, products must be ordered in layer quantities.
- **Minimum Order Size:** 250 cases, buyer pays freight on all orders less than 30 pallet full truck load quantities.

LOGISTICS:

- **Lead Time:** Minimum lead time is 14 calendar days from receipt of order, until delivery at destination.
- **Freight Terms:** Seller (Attends Healthcare Products) bears the cost of freight on full truck load quantity orders only; customer pays freight on all orders less than a 30 pallet full truck load quantity but > 250 cases. Title passes to buyer at shipping point.
- **Drop Shipments:** Drop shipments to one customer location will be allowed for orders complying with Attends Healthcare Products' commercial policies. Contact your Attends Healthcare Products representative for additional details. This policy is at the discretion of Attends Healthcare Products.
- **Drop Trailers:** Not offered.
- **Customer Pick-Up:** Title passes to buyer at shipping point. Upon taking ownership at shipping point, buyer assumes responsibility for all damages, shortages, overages, and wrong product shipments. Call for pick-up allowance quote. This policy is at the discretion of Attends Healthcare Products.
- **Loading / Item Minimums:** Minimum per ordered item increment is full layers / tiers on a pallet. Items will be mixed on a pallet, when ordering less than a full pallet quantity.
- **Palletization:** All products are shipped on pallets.
- **Carrier Selection:** Attends Healthcare Products selects carrier, unless customer tenders/contracts carrier at customer's sole request. Customer selected carriers must adhere to Attends Healthcare Products' logistics operating standards. Contact your Attends Healthcare Products representative for additional details.
- **Unloading Services:** Driver-assist unloading is not offered. Carriers do not provide labor. Any charges incurred by Attends Healthcare Products related to unloading services (driver assist or lumper fees) will be charged back to the buyer.
- **Detention Charges:** Buyer is responsible for the unloading of Attends Healthcare Products' orders within 2 hours of receipt. Any charges incurred by Attends Healthcare Products related to unloading or detention will be charged back to the buyer.



PAYMENT / RETURNS:

- **Terms: 1% 20 net 30 from Date of Invoice.** Funds in bank.
- **Credit Card Purchases:** Not offered.
- **Cash in Advance:** Via wire transfer only.
- **Return Criteria:** Attends Healthcare Products will accept returns for the following reasons only: Damaged products and shipping errors caused by Attends Healthcare Products. It is the customer's responsibility to ensure the order is complete upon delivery of load and signature of load acceptance. Shipping errors and damaged product must be reported to Attends Healthcare Products within 72 hours of delivery. Bill of lading with driver's signature noting error or damage is required. Credit will be applied at prevailing price at time of order. No off-invoice adjustments. Returns due to product quality defects will be addressed through Attends Healthcare Products' Quality Assurance and Quality Control procedures. For Customer Pick-Up orders, Attends Healthcare Products is not responsible for damaged products or shipping errors. No other returns authorized.
- **Aged Discrepancies:** Any discrepancy claims related to invoice pricing or rebates that are older than 6 months from original invoice date will not be accepted.

CONTRACTS, REBATES, and PROGRAMS:

- **Contracts:** Contract pricing to support State, National and/or other bids will only be provided to current and active Attends Healthcare Products' customers.
- **Requests for payment:** For any rebate, contract, or program; request for payment must be submitted within 90 days of the expiry date. Attends Healthcare Products will not honor requests for payment submitted after the 90 day time frame. All requests must be submitted via EDI 867 transaction set or via email in spreadsheet form.
- **3rd Party Purchases:** Any products purchased through a "Master Distributor", or other Attends Healthcare Products authorized distributor, will be rebated at the lower of:
 1. The published Attends Healthcare Products Distributor List Price, or,
 2. The invoiced price from the Master Distributor or other authorized Attends Healthcare Products distributor from whom the products were purchased.

ELECTRONIC DATA INTERCHANGE (EDI)

Attends Healthcare Products supports the following EDI ASC X12 transaction sets:

- Inbound purchase orders - 850
- Outbound ship notices (ASN) - 856
- Outbound invoices - 810
- Inbound rebates - 867 and 844
- Inbound sales tracings - 867
- Inbound product activity data - 852 (VMI customers only)

Attends Healthcare Products supports all ASN X12 versions from 004010 to the most current. Each inbound EDI functional group is acknowledged with a 997. A functional acknowledgement is required for each outbound functional group within 24 hours of receipt.

Customers who wish to establish an EDI relationship with Attends Healthcare Products should contact their Customer Service Representative.