

# Florida Medical Sales, Inc.

## Order Information Page

### *To Place an Order...*

**Phone:** 1.888.269.1810 (Toll Free)

We are open Monday Through Thursday, from 8:00 AM to 6:00 PM (EST).

**Email:** [Orders@floridamedicalsales.com](mailto:Orders@floridamedicalsales.com)

**FAX:** 904.269.6181

This fax line can be reached 24 hours a day, every day of the week.

### **Mail:**

Florida Medical Sales, Inc.  
1100 Plantation Island Dr.  
S. Suite 230  
St. Augustine, FL 32080

### **Customer Satisfaction Guarantee:**

If you are not satisfied with your Florida Medical Sales purchase, notify us within (15) days of your receipt and we will replace it or credit your account. Your satisfaction is our measure for success. There is a 30% restocking fee for returns over 15 days. No returns will be accepted after 90 days.

### **Minimum Order Amount:**

The Minimum order amount is \$100.00.

### **Payment Methods:**

We want your order to be as simple as possible. To offer you further convenience, we accept Amex, MC and Visa. Net 30 days for customers with approved credit.

### **Terms of Payment:**

Sales tax will be added to all orders where applicable. Products may be shipped on net 30 days terms with approved credit.

### **Order Verification & Delivery:**

To check on the status of an order, or to verify shipment, please call our Customer Service Department. Normal delivery time is 5-7 days.

If you need something in a hurry, Overnight, 2nd Day, or 3rd Day deliveries are available. Shipping Fees will be based on the shipping method selected.

### **Returned Merchandise:**

If you need to return or exchange merchandise, please call our Customer Service Department. We will assist you with the return process by giving you a return receipt number. This number must be used when returning any merchandise. We cannot accept returns on specific products where packaging has been opened or the product has been used.

### **Florida Medical Sales, Inc. Responsibilities:**

Florida Medical Sales, Inc. is responsible for delivering effective, reliable products to our customers. Florida Medical Sales is not responsible for injury, infection, or any other consequence as a result of misuse of products.