





# ORDERING INFORMATION

Visit [www.therapro.com](http://www.therapro.com) (No Minimum purchase is required for online purchases)

**Toll-Free Phone Orders: 1-800-257-5376 • FAX your Orders: 1-800-268-6624**

**Please contact our Customer Service Department at 508-872-9494 if you need information or have any questions. Our office is open Monday thru Friday from 9:00 A.M. to 5:00 P.M. E.S.T.**

### Credit Cards

We accept Master Card, Visa, Discover and American Express. To speed your phone order, please have your credit card and catalog numbers ready.

### Gift Certificates

Therapro Catalog Gift Certificates are a great gift idea! They can be issued for any dollar amount and will be mailed, along with your message, to you or to whomever you specify.

### Purchase Orders

Public and U.S. Government Institutions/agencies, and others with previous credit approval, will be billed on "Net 30 Day" terms.

All others must pre-pay in full by check or credit card. A credit application must be approved for "Net 30 Day" terms.

### Express Delivery

On all orders placed before 12 noon, express delivery is available for an additional charge:

3 Business Days	\$10.00 extra
2 Business Days	\$20.00 extra
Next Day	\$30.00 extra

Delivery to Alaska, Canada, Hawaii, Puerto Rico, Other U.S. Possessions, and APO addresses

*All orders to these areas are shipped via parcel post. 20% of the item total will be added for shipping and handling with a minimum charge of \$20.00.*

### Delivery Outside the 48 Contiguous States

All other orders for delivery outside North America are shipped the most efficient way. We charge actual shipping plus a \$15.00 handling fee (for all paperwork required by customs). Consignees are responsible for any local taxes and customs fees at the time of delivery. Check in advance or a credit card number must accompany the order.

### Catalog Prices

Prices are current at the time the catalog is published. Due to cost increases from our suppliers, it may be necessary to increase prices. It is our policy to increase a price up to 10% without notice. For current prices, please visit [www.therapro.com](http://www.therapro.com).

### Damages and Shortages in Shipping

Please inspect your order when it arrives. If your shipment arrives damaged, please keep the original packaging and call us immediately so that we can correct the situation.

### Returns

Therapro will accept the return of goods up to 30 days after they were received. All returns require a return authorization number (RA No.). Call our Customer Service Department at 1-800-257-5376, 9:00 a.m.-5:00 p.m. EST and request an RA No. This number must be written on the outside of each box being returned, along with our address:

**Therapro, Inc.**  
**Attn: Returns Department**  
**225 Arlington Street**  
**Framingham, MA 01702**  
**RA No. \_\_\_\_\_**

Also include your name, telephone number, the name of your organization (if applicable), and a copy of the original packing slip or invoice. Failure to obtain prior authorization for a return may greatly slow the crediting process.

Return shipping expenses are to be paid by the customer, and items being returned must arrive in good condition within 30 days of receiving an RA number. Otherwise the RA No. will be cancelled, and a new RA No. will need to be obtained. A 20% restocking fee will be applied after 31 days.

If you receive defective merchandise, or you receive merchandise as a result of a Therapro error, we will pay for the return shipping expense and no restocking fee will be charged.

For all other returns, we will credit your account for returned merchandise, minus the restocking fee, once the merchandise has been received, inspected and confirmed to be in resalable condition. The original freight charges are not refunded unless you received the merchandise as a result of a Therapro error.

The customer is responsible for properly packaging and protecting the item for shipment back to Therapro. A credit will not be issued for items received in non-resalable condition.

Credits for returns will be issued only to the original purchaser. We will credit your customer account towards future purchases, or you may request a refund check by contacting our Customer Service Department.

Credits to credit cards will only be made to the same credit card that was used for the original purchase. Otherwise, we will credit your account towards future purchases.

Sorry, but for health reasons Therapro is unable to accept returns or exchanges of eating and hygiene products unless in their original packaging.

No cash or credit card refunds will be issued for under \$10.00. A credit balance less than \$10.00 can be applied to future purchases.

**THANK YOU!**

**We appreciate your business, whether you are a long time customer or are ordering for the first time.  
Please let us know how we can serve you better.**