

Ozark Biomedical's

Terms of Service Agreement

Ozark Biomedical requires customers submit a completed RGA / Decon submission form to Ozark Biomedical's Customer Service to receive an RGA number. The approved RGA number ensures traceability of any packages received by Ozark Biomedical. Any packages that arrive at Ozark Biomedical's facility MUST have an approved RGA number clearly written on the outside of the package. Any package that arrives without a clearly visible, approved, RGA number on the outside of the packaging, WILL BE REFUSED. Any fees or delays incurred by the return of refused packages will be the customer's responsibility.

Ozark Biomedical provides an evaluation / repair service to its customers on a preauthorized basis. This service allows Ozark Biomedical's technical staff to review submitted parts / equipment for possible support. If the submitted RGA request form is determined to be unsupported or unrepairable, Ozark Biomedical's technical staff will notify the customer with alternative options.

All equipment shipped to Ozark Biomedical's facility must be cleaned of all debris and biological waste. This process must also include a thorough decontamination process, using establish envirocides or disinfectants to eliminate any biological pathogens on the inside and exterior of the unit. A failure to clean and decontaminate shipped equipment to Ozark Biomedical will result in an assessed decon fee of \$450.00. This will be in addition to any evaluation fees or repair estimates.

Ozark Biomedical reserves the right to refuse evaluation / repair services for any reason.

If you have any questions or suggestions, please contact Ozark Biomedical at:

Ozark Biomedical
1001 Commerce Place
Beebe, AR 72012

Phone: (800) 457-7576 - Fax: (501) 882-2122 - sales@ozarkbiomedical.com