

ASSISTED ACCESS-NFSS, INC. ORDERING INFORMATION

ORDER BY MAIL

Complete the Assisted Access-NFSS Order Form (also included in our printed catalog) and include with your method of payment, making sure of the following:

- **DAYTIME PHONE#:** Include a daytime phone number for any questions we might have regarding your order.
- **SHIPPING ADDRESS:** We need a FULL street address (NO P.O. BOX ADDRESSES). UPS will only deliver to a street address. If having the order or part of the order Drop-Shipped to someone else. Please indicate your address for the Invoice Copy to be mailed.
- **CREDIT CARD ORDERS:** If using a Credit Card for your order, please verify the entire number is correct on your order form, that you have included the Expiration Date and CID# (see order form) and have Signed the Order form to authorize the charge.

Note: The Bill To address provided on your Order Form MUST match the mailing address on your credit card statement.

- **CHECK ORDERS:** Please make checks payable to Assisted Access-NFSS, Inc. (U.S. funds accepted only).
- **TAX:** For Illinois Resident's ONLY, add 6.50% Sales Tax to your Total Order (no tax on shipping/handling).
- **MAILING ADDRESS:** Mail your completed order form along with your check or Credit Card information to:

ASSISTED ACCESS-NFSS, INC.
P.O. BOX 230
LAKE VILLA, IL 60046-0230

ORDER BY FAX: 1-888-552-1708

You can fax your Credit Card Order or Purchase Order 24 hours a day to 888-552-1708. Please remember to include your full Credit Card number, Expiration Date, CID# (see order form), Signature and a Daytime Phone number.

ORDER BY PURCHASE ORDER

Fax: 888-552-1708

Phone: 847-265-8022

Agencies, Businesses, Schools, Government Offices, etc. that are using purchase orders or requesting to be on a Net 30 Day payment status must fax OR mail the Purchase Order or request on Letterhead. To avoid duplication, **Please do not fax AND mail the order.** If you have not established an account with us, you may request to do so in writing either prior your first order (recommended) or with your first order, please include a phone number (with area code) and contact name on every purchase order/Letterhead Order. Pre-payment may be required on your first order.

NET 30 DAY OPEN ACCOUNTS

If you would like your Company/Agency to be considered for open account status, you may be required to complete a Customer Credit Application Form and provide several business and/or agency references in order to establish credit. Please complete and fax the Customer Credit Application Form to 888-552-1708. You will receive an e-mail or phone response regarding your open account status as soon as possible (usually within 48 hours). You can, however, proceed with your online order and indicate in the CHECKOUT stage of your order that you would like to apply for Net 30 Days open account status. Your order will be placed on hold pending approval of your account. To expedite this process and not delay your order pending approval, you may choose to pre-pay your first order or contact the Credit Department at 847-265-8022.

OVERNIGHT, EXPRESS OR SPECIAL DELIVERY SERVICES:

An additional charge will be added to orders requesting Overnight, 2nd Day or Special Delivery Services. We primarily use UPS Red Label (next day) and UPS Blue Label (2nd day), but upon request can arrange other delivery services and carriers.

FOREIGN ORDERS (& orders shipped outside the contiguous 48 United States):

We suggest that you call or fax for a written quote on any Foreign order. Shipping and Handling Charges vary depending on location and means of delivery. Any payment for a Foreign order (Outside the United States) must be made in U.S. Funds ONLY and be made payable to Assisted Access-NFSS, Inc.

CHANGE OF ADDRESS:

Please notify us immediately of any address changes, duplicate catalogs being receiver or to be removed from our mailing list.

CATALOG/WEB SITE PRICES:

We try to make sure that every price represented in our printed catalog or online at www.nfss.com is up-to-date and correct at all times. We do receive price changes periodically and will make every attempt to honor the price printed in our most recent catalog or published at www.nfss.com at the time we receive your order. However, Prices are subject to change without notice and we reserve the right to bill at the current price in effect at the time we receive your order and will make every attempt to contact you with the updated price. In addition, we reserve the right to correct typographical errors and offer equal or greater valued replacement items for discontinued items or items that are no longer available.

SHIPPING/HANDLING CHARGES:

| | |
|-----------------------------------|---------------------------------|
| Under \$25.00 . . . \$ 6.95 | \$200.00 - 299.99 . . . \$14.95 |
| \$25.00 - \$49.99 . . . \$ 8.95 | \$300.00 - 399.99 . . . \$16.95 |
| \$50.00 - \$99.99 . . . \$10.95 | \$400.00 - 499.99 . . . \$18.95 |
| \$100.00 - \$199.99 . . . \$12.95 | Over \$499.99 . . . Please Call |

RETURNS & EXCHANGES:

Products must be returned or exchanged within 30 days of the purchase date. The product must be in resalable condition with all packaging and instructions. If returned items do not meet these requirements a restocking fee will be charged. Any merchandise received damaged, defective or as a result of shipping error must be brought to our attention as soon as possible.

Some merchandise is NON-RETURNABLE: Clearance items and items marked as such, including but not limited to, items used on any part of the body: syringes, thermometers, nail clippers, incontinence items, etc (by mandate of the U.S. Health Department).

OBTAIN A RETURN AUTHORIZATION NUMBER

Before returning any merchandise

Call our returns department at 847-265-8022 or fax your request to 888-558-1708 to obtain an RMA NUMBER. If you do not call for an approval to return merchandise, it will slow the process for a refund or exchange. Complete the Assisted Access Return Authorization Form, repack the merchandise in its original packaging along with all manufacturer's instructions, warranties, etc. and send along with your Return Authorization Form to:

ASSISTED ACCESS-NFSS, INC
822 PRESTON COURT
LAKE VILLA, IL 60046

TO ORDER: www.nfss.com · Phone 1-847-265-8022 · Fax 1-888-558-1708

Assisted Access- NFSS, Inc

"A combined Company created to provide access to assistive products for daily life"

Phone Orders: If calling to place your order, please have your credit card ready.

Phone: (847) 265-8022

Fax: (888) 552-1708

We do not accept C.O.D.'s

Mail Orders: To process your order, we must receive your check, money order or credit card information along with this order form sent to:

Assisted Access-NFSS, Inc.

P.O. Box 230

Lake Villa, IL 60046-0230

24 Hour Ordering Online: www.nfss.com

BILL TO: Tax Exempt#: _____

NAME/COMPANY: _____

ADDRESS: _____

CITY: _____ ST: _____ ZIP: _____

PHONE: (____) _____

SHIP TO: (use street address, UPS does not ship to P.O. boxes)

NAME/COMPANY: _____

ADDRESS: _____

CITY: _____ ST: _____ ZIP: _____

PHONE: (____) _____

| ITEM # | QTY | DESCRIPTION | PRICE EACH | TOTAL |
|--------|-----|-------------|------------|-------|
| | | | | |
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| SHIPPING & HANDLING* | | SUBTOTAL |
|---|-------------------------------------|------------------------------------|
| Any special shipping charges are included in the price of an item and noted as such in the description for that item. | | IL Residents add 7.25% Sales Tax |
| Under \$25.00 \$ 6.95 | \$200.00 - 299.99 \$14.95 | Total Shipping (see chart at left) |
| \$25.00 - \$49.99 \$ 8.95 | \$300.00 - 399.99 \$16.95 | GRAND TOTAL |
| \$50.00 - \$99.99 \$10.95 | \$400.00 - 499.99 \$18.95 | |
| \$100.00 - \$199.99 \$12.95 | Over \$499.99 Please Call | |

*Shipments to Alaska, Hawaii, Puerto Rico, Canada and International Deliveries; please contact us for a quote on shipping costs. Please call for alternative shipping methods (i.e., UPS 2nd Day or UPS Next Day or US Postal Service)

Payment By: VISA MasterCard Discover American Express Check/Money Order#

Credit Card Number: _____

Exp. Date Month/Year: ____/____ Signature: _____

VISA, MC, DISC Credit Card CID# (last 3 digits of the number in the signature area on the back): _____

AMERICAN EXPRESS Credit Card CID# (4 numbers above credit card number on front of card): _____

TO ORDER: www.nfss.com Phone: 847-265-8022 · Fax 1-888-552-1708