



WHOLESALE ACCOUNT TERMS AND CONDITIONS

HOW TO PLACE AN ORDER

We know your time is better spent managing your business, not struggling with orders. That is why we have 3 convenient ways for you to place an order. Please be ready with the SKU numbers and payment information when placing your order.

- E-mail the order to wholesale@alevahealth.com
- Call to place the order at 800-621-5496
- Fax your order to 248-284-4137

Order confirmations are emailed once the order is placed. They are also available via fax or phone upon request.

PLEASE NOTE: If you require expedited shipping - please indicate that when placing the order.

FREIGHT TERMS

Freight charges will be billed according to actual shipping costs. Charges will be added to the invoice.

RECEIVING

If you receive any goods that are damaged, or find any discrepancies between the quantities shipped as noted on our packing slip and the actual quantity received please immediately contact us within 48 hours of your receipt.

PRICING

A price list will be provided when you open an account with us. Prices are subject to change at any time. We will provide you with updated pricing within 2 weeks of the changes.

Recently many manufacturers have implemented Unilateral Pricing Guidelines. Because of these policies and the severity of penalty for violators, we must request that any resellers of our product lines read and abide by the following:

1. All price lists include minimum retail prices, typically 75-80% of MSRP. Per the manufacturers' policies, your retail of the products must be sold at or above the listed minimum retail price.
2. This policy applies to most of the products we offer. Product lines not under a pricing policy will be noted in the price list. The manufacturers reserve the right to modify or adjust these prices at any time. We will offer sufficient notification (2 weeks minimum) for you to implement these changes.
3. This policy applies to all dealers who purchase from Aleva Health. The manufacturers' policies are unilateral and, as such, no exceptions will be made.
4. Anyone found violating a manufacturers' unilateral pricing policy, may be subject to, at the manufacturer's request, termination as a dealer. If a manufacturer instructs Aleva Health to terminate an account, we may refuse to accept new orders and cancel any pending orders.

Our goal at Aleva Health is to provide quality products and allow dealers to be knowledgeable and helpful to consumers regarding this product. Specific product information is available at no charge upon request. Copies of the manufacturers' specific policies are also available upon request. By opening an account with Aleva Health, you agree to abide by the minimum retail pricing provided in our price list and understand that selling products below these prices may result in a manufacturer requesting the termination of your Aleva Health account.

PAYMENT TERMS

Standard terms are Net 30 Days. Invoices will be due within 30 days from the invoice date. An authorized credit card will be kept on file. Invoices exceeding 45 days will be processed to the credit card provided. Please complete the credit card authorization form found on the credit application. Orders not paid within 90 days will result in a termination of your account and the outstanding balance will be forwarded to our collections department.

RETURN POLICY

Standard, non-custom products may be returned for credit or exchange within 30 days of your receipt. Custom and special ordered items are non returnable and will be noted accordingly on your order confirmation. Please contact the wholesale account manager to obtain a return authorization number. Returns made without prior authorization will not be accepted. Freight charges on returns and exchanges are the responsibility of the customer. Freight charges from the original order will not be refunded.

Products deemed defective can be replaced for up to 90 days from receipt. The customer will be responsible for freight charges on replacement shipments. Products returned as defective will be analyzed and may be returned to the customer at our professional discretion and upon evaluation of the product. Please note, that manufacturer warranties do NOT cover normal wear & tear, mishandling, runs, improper care and when it can be shown that instructions have not been followed properly. Please contact your wholesale account manager to obtain a return authorization number. Returns made without prior authorization will be rejected.

HAVE QUESTIONS OR NEED ASSISTANCE?

Email wholesale@alevahealth.com or give us a call at 800-621-5496. Our staff is an experienced home health care team that works with these products daily.

NEED A STATEMENT OR INVOICE FOR AN ORDER?

We would be happy to email or fax it to you, simply email or call us.