



PAYMENT TERMS

Normal payment terms are Net 30.

Early payment discounts can only be taken if payment is received within the discount period.

A 2% finance charge applies to all past due invoices. The 2% is calculated from the date of invoice if not paid within terms. Finance charges are calculated at the end of every month. Such charges are due at time of payment—just as any other invoice. If a payment is made on an account with a past due balance that has had a finance charge(s) assessed, the payment will be applied to the finance charge(s) prior to being applied to the past due invoice(s).

RETURN AUTHORIZATION & RESTOCKING FEE POLICY

A Return Authorization (RA) must be obtained from American Prosthetics Components prior to sending back any product (saleable or defective) to the Company. The following outlines our policies and procedures regarding such Return Authorizations.

- Call 800-772-7508 to obtain RA#.
- The RA number is good for thirty (30) days from issue date—after that time the number is no longer valid. APC must receive the item within the thirty (30) day period.
- A copy of the original invoice must accompany the returned merchandise.
- There is NEVER a charge for returns of defective product; but an RA is still required.
- There is no charge for any item returned with fifteen (15) days of invoice date.
- A restocking charge of 15% will be assessed on all items returned after fifteen (15) and up to forty-five (45) days after invoice date.
- A restocking charge of 25% will be assessed on items returned forty-six (46) to ninety (90) days after invoice date.
- No returns (except defective items) will be accepted after ninety (90) days from the invoice date.
- Return Authorizations will not be issued for custom or special order items.
- All return items (other than defectives) must be in new, saleable condition.

An RA does not guarantee credit will be issued—product must be evaluated upon receipt by American Prosthetic Components, LLC.