PANO-VAC™
Surgical Instruments, Inc.

Order form

GENERAL ORDER FORM

Billing Information:
Company: _____
Name: _____
Address: _____
Address: _____
City: _____
State, Zip: _____
Phone: _____
Email: _____

Ship To (___ Check if same as Billing Information)
Company: _____
Name: _____
Address: _____
Address: _____
City: _____
State, Zip: _____
Phone: _____
Email: _____

Payment Method
CC Type: (circle) VISA MasterCard American Express
CC Number: _____
Exp Date: _____
Security Code: _____

Have you ordered from PANO-VAC™ before?
___ Yes ___ No

FedEx Shipping Options (FedEx acct#:_____
___ Ground
___ Standard Overnight
___ FedEx 2 Day
___ Express Saver (3 day)

For International Orders Only
___ International Priority
___ International Economy

**Shipping costs may vary according to weight and destination. Shipping costs will be determined once order is ready to ship and will be charged to your credit card or FedEx acct# if applicable.

Purchase Order No.: _____
Date: _____

ITEM NUMBER	DESCRIPTION	PRICE	QUANTITY	TOTAL
				$
				$
				$
				$
				$
				$
				$
				$
				$
			Subtotal	
			California residents add 7.75% sales tax	
			Total	

Prices are subject to change without notice. For price changes/ confirmation, please call (714) 751-1341 or email info@pano-vac.com
I agree to the purchase of these items, have my credit card charged for the amount of the products plus shipping and any applicable taxes. I have read the terms and conditions PANO-VAC™ page, including the return policy. I understand and agree with the policies of PANO-VAC™.

Please email or fax order form. Form must be filled out completely and signed.

Name and Title: _____ Signature: _____

100
95
75
25
5
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All terms listed below are subject to change at any given time, and without prior notice.

PAYMENT METHODS

PANO-VAC™ accepts money orders, business checks, and most major credit cards (American Express, Visa, and MasterCard). Any money orders and business checks should be made payable to Innovative Med Inc. Be sure to include any shipping & handing fees and all applicable sales tax.

Mail payments to:

PANO-VAC™, 11100 Warner Ave, Suite #370

Fountain Valley, California 92708 USA

Please be sure to write your name and phone number on the money order or personal check. If paying by personal check, your order will not ship until the check has cleared our bank. All orders must be prepaid in U.S. Dollars. Please provide the correct shipping information along with your order. A rerouted package due to inaccurate information will be subject to a charge of $20.00.

SHIPPING & HANDLING

All items are shipped via UPS or Federal Express. Items will be shipped ground unless otherwise specified. Express delivery is available at an additional charge. Your options include: Overnight, Next Day or 2nd Day delivery. PANO-VAC™ will not be held liable for any lost or damaged items in the mail. Shipping is one of our largest concerns here at PANO-VAC™ Each item is meticulously packaged to sustain reasonable impacts. In the case of any damage or theft, the buyer must contact us and the shipping company within 48 hours. We will do our best to help resolve any shipping issues. All discrepancies between the packing list and products received must be reported to PANO-VAC™ within 48 hours of receipt of package to qualify for a credit. International buyers please note: PANO-VAC™ will not be held liable for any packages shipped abroad once they have left the country. International items which undergo theft, damage, and/or extended delays are all issues which the buyer must resolve with his or her own country's officials. Our goal is to ship all products as promptly and safely as possible. Orders are shipped out within 24-72 hours after receipt of order. However, this may vary depending on the volume of the order and the time the order was placed. If an item is Back ordered, we will inform you of the lead time and estimated delivery, which may take anywhere from a day to several weeks.

RETURN POLICY

No returns or exchanges will be accepted unless you have received a Return Goods Authorization Number. This number must be on all returns and correspondence; please ensure the RGA Number is clearly marked on your return box. RGA numbers will expire if the item(s) are not returned within 30 days. Credit will only be issued if the returned merchandise is in saleable condition. if the product(s) has been used in surgery, due to certain FDA regulations, the device may not be returned. All exchanges, refunds, and/or store credits will be subject to manager's approval before being issued. All returns are subject to a restocking fee of 20% of the purchase price. Shipping and handling fees are nonrefundable. Refunds will be processed within 7 days from the date of request. There are no exchanges or refunds for custom made products including cannulas. Since special tooling and time are dedicated to these products which are manufactured to the specifications of the surgeon, they cannot be sold to another customer. Open packages or boxes containing disposable or sterile items are not returnable for credit. PANO-VAC™ reserves the right to evaluate product return conditions and assess restocking fees at its own discretion.

DEFECTIVE MERCHANDISE

Defective products are eligible for credit or replacement within 14 days from date items are received. Replacements will be shipped upon receipt of defective merchandise via FedEx Ground or UPS Ground shipment at our expense, unless customer requests an upgrade at their expense. Advance replacements are available, but must be paid for at the time replacement ships. Packages must have a RMA number written visibly on shipping box with a brief description of the product defect inside. All items must be returned in the original packaging along with the receipt, instructions, warranties, and accessories. PANO-VAC™ is not responsible for any item not received at its return address. Allow 7 business days for processing returns.

Return merchandise to:

PANO-VAC™, 11100 Warner Ave, Suite #370

Fountain Valley, California 92708 USA

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