



Thank you for choosing Aspen Surgical Products, Inc. for your surgical supply needs. We are confident that you will be very satisfied with the products we offer and the support you will receive from Aspen. We have enclosed a credit application and our customer agreement form for you to complete and e-mail back to us at customerservice@aspensurgical.com.

Your new account will be opened with payment terms of Net 30, pending the verification of credit references, once you have completed and returned the enclosed credit application.

You must indicate on the form below if you are a taxable or sales tax exempt entity. If you are exempt, a tax exemption certificate must be returned with this paperwork in order for Aspen to set up a customer account.

If you have any questions, please call or email our Customer Service Department at (888) 364-7004, e-mail address listed above.

We appreciate your business and look forward to working with you.

Kind Regards,
Aspen Surgical Products, Inc.

New Customer Form

Please fill out the form in full. Thank you.

Company Legal Name:

Bill to Address:

Ship to Address:

Alternative Ship to Address:

Email for invoicing (Aspen is paperless, invoices will be sent via Email):

Accounts Payable Contact:

Purchasing Contact:

Freight Acct Carrier / Preferred Shipping Method:

Primary GPO:

Integrated Delivery Network (IDN) Name:

GLN (Global Location Number):

Customer Type: Hospital, Surgery Center, Clinic, Etc.,:

Company Parent Name:

City State Zip:

City State Zip:

City State Zip:

Phone Fax E-mail:

Phone Fax E-mail:

Freight Acct Number:

GPO Member ID:

FEIN or Social Security Number:

Sales Tax Exempt Entity (Must Include Exemption Certificate/Determination Letter)

Taxable Entity

Standard Terms and Conditions:

1. These Standard Terms and Conditions apply to companies who have successfully completed a credit application and to whom credit is extended ("Customer" or, collectively, "Customers"). Aspen Surgical Products, Inc. ("Aspen") retains the right to refuse, revoke or change credit at any time.
2. Aspen will review all Customer order forms and retains the right to correct any order that includes incorrect information or information that is inconsistent with these Standard Terms and Conditions. Customer will be notified verbally on a verbal order and via email/fax confirmation form on an email/fax order of any such correction. Customer shall update Aspen when changes in information occur.
3. Customer agrees to pay the purchase price for products ordered, and all taxes, freight, handling and shipping fees, as invoiced by Aspen.
4. Customer will pay all invoices within thirty (30) days from the date of each invoice – Net 30 Payment Terms.
5. Aspen may charge a late payment fee in the amount of one and one-half percent (1½ %) per month or the highest rate allowed by law, whichever is greater, on any overdue undisputed amount. In addition, Customer is responsible for any and all of Aspen's collection costs and expenses (including, without limitation, reasonable attorneys' fees) incurred in connection with any owed amount.
6. Aspen accepts all standard ACH, wire payment and checks (unless a check is returned for non-sufficient funds). The remittance information follows:

Aspen Surgical Products, Inc.
3998 Reliable Parkway
Chicago, IL 60686-3009

For electronic transactions:
Bank Information:
PNC Bank, Pittsburgh PA
Routing #041000124
Email: remittance@aspensurgical.com

Beneficiary Info:
Aspen Surgical Products, Inc
Account #4228346436
Swift code for international clients is PNCCUS33

7. All orders are shipped FOB Origin via FedEx ground, unless otherwise requested to ship a different way by Customer. Customer agrees to pay the freight prepaid and added to invoice or customer may use a 3rd party freight account.
8. Customer agrees to pay a twenty-five dollar (\$25.00) minimum order fee for any orders less than fifty dollars (\$50.00).
9. Customer agrees to pay a \$5.00 shipping and handling fee for each order.
10. Aspen will accept returns pursuant to Aspen's Return Policy. A Return Material Authorization (RMA) issued by Aspen's Customer Service Department is required for all product returns.
11. Customer shall report any delivery, quantity and/or pricing issues to Aspen's Customer Service Department at 888-364-7004 or Customerservice@aspensurgical.com within sixty (60) days from the date of the applicable invoice, or Customer will be responsible for the full amount of the invoice. All products are deemed accepted by Customer unless a report is made within the foregoing notice period. Customer will be instructed on the return and replacement procedure when making any such report. Returns and other credits will expire six (6) months from the date of issuance.
12. Aspen reserves the right to periodically adjust pricing and will notify Customer by verbal, written or electronic notice of any such pricing adjustment upon receipt of the order. If, however, Aspen has agreed to hold its pricing for a fixed term in a separate written contract with Customer, then the pricing in such contract shall apply.
13. Orders may be canceled or rescheduled only with prior written consent of Aspen.
14. Customer may not resell any Aspen Surgical products without written approval from Aspen.
15. Aspen warrants that for a period of twelve (12) months from the date of delivery by Aspen, the products will be free from defects in material and workmanship unless a longer warranty period is specified by Aspen in a published description of the product. ASPEN MAKES NO OTHER WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED, BY OPERATION OF LAW OR OTHERWISE, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ALL OF WHICH ARE HEREBY SPECIFICALLY DISCLAIMED. Aspen's sole obligation under the foregoing warranties will be limited, at Aspen's option, to either replacing or repairing defective products, or refunding the purchase price paid for such products previously paid by Customer, and Customer's exclusive remedy for breach of any such warranties will be enforcement of such obligation of Aspen. These warranties will not extend to products subjected to misuse, abuse, neglect, damage, accident or improper installation or maintenance or which have been altered or repaired by anyone other than Aspen or its authorized representative. All warranty claims and actions must be made by Customer within the applicable warranty period.
16. IN NO EVENT WILL EITHER PARTY BE LIABLE TO THE OTHER PARTY OR ANY THIRD PARTY FOR ANY EXEMPLARY, SPECIAL, INDIRECT, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES (INCLUDING LOSS OF PROFITS, USE, DATA, OR OTHER ECONOMIC ADVANTAGE), HOWSOEVER ARISING, WHETHER BASED ON CONTRACT, WARRANTY, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, OR OTHERWISE, EVEN IF SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
17. These Terms and Conditions represent the parties' entire agreement and supersede all prior communications pertaining to the subject matter hereof. Any and all changes to these Terms and Conditions must be negotiated and mutually agreed upon in writing in a separate contract signed by authorized representatives of Customer and Aspen. Aspen expressly conditions its sale of products on Customer's assent to these Standard Terms and Conditions, notwithstanding any different, additional, or conflicting terms and conditions contained in any purchase order or other terms proposed by Customer. Aspen specifically rejects any such different, additional, or conflicting terms and conditions contained in any purchase order or other terms proposed by Customer. If Customer is purchasing products under a group purchasing agreement between Customer's designated group purchasing organization and Aspen, then the terms and conditions of such agreement shall govern Customer's purchase of such products, are incorporated herein by this reference, and shall supersede Aspen's Standard Terms and Conditions to the extent of any conflict.

Return Authorization

Aspen authorization is required for all product returns. Please contact Aspen's customer service department at (888) 364-7004 or CustomerService@aspensurgical.com to receive a Return Material Authorization (RMA) number and return instructions.

After obtaining an RMA, each return must include the following information:

- Customer's name, address and account number.
- RMA number.
- Original PO number and/or original Aspen order number.
- Product must be returned to the Aspen facility identified in the RMA.

Return Policy

A product may be returned only if the product is: a) in current production (i.e. not discontinued); b) unused, unopened and in the original packaging and purchase unit of measure; and c) returned within 60 days of the date on which it was shipped.

Customer is responsible for return shipping costs and a restocking fee in the amount of 25% of the net purchase price of the product. Aspen will issue credit (net of any applicable restocking fee) to Customer's account upon inspection and verification of the condition of the returned product.

Restocking Fees

Time Period	Fee
0 - 60 days	25 %
Over 60 days	Not Returnable

Products may also be returned at Aspen's expense for 100% credit if Customer determines in good faith and notifies Aspen within 60 days that: a) Aspen erred in order fulfillment or shipping; or b) the product is outdated or expired upon delivery.

Quality issues should be directed to Aspen's customer service department, where a quality complaint will be opened and investigated by Aspen. Any returns, replacements or refunds due to defects in material and workmanship will be subject to Aspen's standard product warranty.

Returns and other credits will expire 6 months from the date of issuance.

Goods NOT Eligible for Return

Products that are not restockable by Aspen are not eligible for return unless the product is defective per warranty, or return is due to Aspen error. Products that are not restockable include the following:

- Private labeled or custom products
- Products that have been discontinued or changed
- Opened or partially used product
- Products over 60 days from original ship date

*This policy is subject to change without notice by Aspen Surgical. The acceptance of any return is at the sole discretion of Aspen. This policy applies to all Customers unless superseded by a separate written agreement that includes specific return goods terms and conditions.

Business Contact Information

Company Name:

Contact Name:

Contact Phone Number: Contact Email:

Address (Street Address, City, State, Zip):

Date Business Commenced:

D&B Number:

Sole Proprietorship Partnership Corporation
 Other

Business or Trade References

Company Name:

Address (Street Address, City, State, Zip):

Phone Number: Fax Number:

E-mail:

Company Name:

Address (Street Address, City, State, Zip):

Phone Number: Fax Number:

E-mail:

Signature

Title

Date

Business and Credit Information

Primary Business Address (Street Address, City, State, Zip):

Phone Number: Fax Number:

Website:

Bank Name:

Bank Phone Number: Bank Fax Number:

Bank Address (Street Address, City, State, Zip):

Account Number:

Savings Checking Other

Company Name:

Address (Street Address, City, State, Zip):

Phone Number: Fax Number:

E-mail:

Company Name:

Address (Street Address, City, State, Zip):

Phone Number: Fax Number:

E-mail:

Signature

Title

Date

We the undersigned signify by our order that we understand and agree to Aspen Surgical Products, Inc's standard terms and conditions. We signify by our signature that we have the legal right to agree to these terms for our company and that Aspen Surgical Products, Inc. has our permission to check our references.

Physical Address:

Aspen Surgical
6945 Southbelt Drive SE
Caledonia, MI 49316
www.aspensurgical.com

Toll Free Phone: 888.364.7004
Toll Free Fax: 888.364.5381

Direct Phone: 616.698.7100
Direct Fax: 616.698.9281

For electronic transactions:**Remittance Address:**

Aspen Surgical Products, Inc
3998 Reliable Parkway
Chicago, IL 60686-3009
Email Remittance to:
Remittance@aspensurgical.com

Bank Information:

PNC Bank, Pittsburgh PA
Routing #041000124

Beneficiary Info:

Aspen Surgical Products, Inc.
Account #4228346436

Swift code for international clients is: PNCCUS33

We also accept ACH and Electronic Wire Payments**Customer Service**

Orders, Order Inquiries, Product Inquiries,
Product Return
customerservice@aspensurgical.com
Phone: 888.364.7004
Fax: 888.364.5381

Accounts Receivable

Account, Payment, & Tax Information, Refund
Requests, Statement and Invoice Copies, W-9 Form
AR@aspensurgical.com
Ned Worthington: 616-536-7455

International Accounts

Stephanie Pullen: 616-536-7444
Salve Vanputten: 616-536-7533
CustomerSupport@aspensurgical.com
Fax: 888.364.5381