

ORDER FORM

Ordered By: _____
 Date & Time: _____
 Customer #: _____ Price Code: _____
 P.O.#: _____
 Billed To: _____
 Attn: _____
 City, ST, ZIP: _____
 Phone #: _____
 Fax #: _____

Ship Via: Overnight A.M. P.M. UPS
 2 Day 3 Day Fed-X
 Ground

Ship To: _____
 Attn: _____
 City, ST, ZIP: _____
 Phone #: _____ *Very Important*

Quantity Ordered	Product Number	Description	Price Each	Size	Patient Name

Special Instructions:



ORTHOTIC REHAB

Customer Service Guidelines

Customer Service Hours: 8:30 a.m. to 5:00 p.m. EST
 Placing Orders:
 Orders may be telephoned or faxed to our Customer Service Department.
Telephone 800-597-2547 • Fax 800-841-1295



ORTHOTIC REHAB

- Please supply the following information to expedite your order:**
- Company name/account number
 - Contact name
 - Purchase order number
 - Delivery address
 - Shipment method
 - Product ID number & quantity
 - Size and/ or measurements
 - Patient name
 - Other relevant patient details

Delivery of Product:
 All orders received at Orthotic Rehab by 4:00 p.m. EST will be shipped the same day. Custom orders will be shipped within 24 hours. If there are any delays in shipments, our Customer Service Department will notify you immediately.

- Returned Goods Policy:**
- Please contact our Customer Service Department to obtain a Returned Goods Authorization Number (RGA).
 - All returned items must have a RGA# before any merchandise will be accepted.
 - All returns must have an original packing slip, order number, or P.O. # along with the RGA #.
 - All returned products are subject to review before any credit will be issued.
 - Product ordered incorrectly may be returned within 30 days without any restocking charge.
 - Any product returned between 30 to 90 days may have a restocking charge of 15%.
 - Product will not be accepted after 90 days.
 - All freight for returned packages will be the responsibility of the customer.