



## CUSTOMER SERVICE POLICIES

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### ORDERING INFORMATION

All orders should be directed by mail, telephone, fax, e-mail or via the online Customer Care Center at [www.guerbet-us.com](http://www.guerbet-us.com). Phone hours are from 8:00 a.m. to 5:00 p.m. EDT, Monday through Friday excluding observed national holidays.

### SHIPMENT AND TERMS

Product is shipped standard, ground delivery by Guerbet's carrier of choice, unless otherwise requested at the time the order is placed. Guerbet will pay freight for delivery of all standard orders, unless Early AM delivery is requested. At that time, Guerbet will share the cost of expedited delivery.

### RETURNED GOODS POLICY

All returns must be authorized by a company representative.

1. Full credit will be issued for product shipped in error or that does not conform to Guerbet's product specifications in effect on the date of shipment.
2. Credit will be issued for product returned within 90 days of invoice date in saleable condition with authorization, subject to a 20% reprocessing charge.
3. No credits will be issued for the following:
  - Product held over 90 days by the customer
  - Product returned in non-saleable condition
  - Product returned without proper authorization and documentation

Note: During temporary importation, Lipiodol® Ultra-Fluide is not refundable and not for resale.

### STANDING ORDER SHIPMENTS

Scheduled Standing Order shipments simplify order placement and provide regularly scheduled deliveries. Our Standing Order program offers our customers a flexible scheduled shipment program. Product ordered routinely and in predictable quantities can be scheduled to ship weekly, bi-weekly, monthly or at any regular interval. This assures that your order will be received the same time each month and helps Guerbet to reduce shipping expenses. If you are over-stocked and do not need your next standing order shipment, simply call 4 days prior to your ship date and have the order held until your next scheduled shipment resumes.

A Standing Order is not a contract and can be cancelled in its entirety with a 4-day notice prior to your next scheduled shipment.

Note: During temporary importation, Standing Order is not an option for Lipiodol® Ultra-Fluide.

**To establish Standing Order (SO) shipments with Guerbet, please contact our customer service team at 877-729-6679.**

### PRODUCT WARRANTY

Guerbet, manufacturer of Oxilan®, Hexabrix®, and Lipiodol® Ultra-Fluide warrants title and that all goods sold hereunder shall conform to Guerbet's product specifications in effect on the date of shipment. Guerbet also warrants that the goods sold hereunder (i) are not adulterated or misbranded with the meaning of the Federal Food, Drug, and Cosmetic Act; and (ii) this warranty is limited to goods bearing Guerbet's label in Guerbet's original package. The foregoing warranty is exclusive and in lieu of all other warranties written, oral or implied (including any warranties of merchantability or fitness for purpose). No representative of the company may change any of the foregoing and the buyer hereby accepts the product subject to the terms hereof.



1185 W. 2nd St. Bloomington, IN 47403  
Tel: 877-729-6679 Fax: 812-333-0084  
[www.guerbet-us.com](http://www.guerbet-us.com)