

## **NorthWest Supply, Inc. Pre-Purchase Information**

Purchasing pre-owned equipment is a highly effective way to obtain needed items at significant cost savings. There is a large secondary market for medical equipment with many reputable refurbishers and dealers offering a full spectrum ranging from exam stools to MRI's and everything in between. If this is your first experience in purchasing pre-owned equipment, you may wonder what to expect and what the terminology means. As a medical equipment brokerage our mission is to be your friend and partner in locating and obtaining the equipment you need. We also want you to have a good grasp of how your transaction will proceed. To that end, we have prepared the following information. Please review it carefully, note any questions you may have that need clarification and then sign and return this document to us.

### **What is the role of NorthWest Supply, Inc.?**

NorthWest Supply, Inc. is a medical equipment brokerage. Our role is to locate equipment for our clients and oversee the transaction to insure that the equipment arrives in good condition and that warranty service is provided. Our broad network of contacts enables us to find a wide array of items and obtain the best pricing. NWS then acts as an advocate for our customers to insure that their best interests are taken care of. Purchasing pre-owned equipment does require more attention than just getting it "new in the box", however NWS is there to make that process as simple as possible. Whether buying new or pre-owned equipment, issues can arise. The customer buying on their own would be left on their own to resolve any such problems. In a busy medical practice such issues can become a major nuisance. NWS provides the safety net when the need arises to trouble-shoot and resolve any issues. We work hard to insure that all transactions go smoothly but if problems occur, NWS is there to resolve them as quickly and fairly as possible.

### **How does the typical transaction proceed?**

Normally a client contacts us, looking for specific pieces of equipment. We will then work with the client to refine the request, making sure that all needed specifications are clearly understood. Once the request is defined, we will commence a search nation-wide to locate the appropriate items. We will sort through a variety of offers to find those that seem to best fit the client's specifications and budget and then submit quotes to the client. NWS does not charge a fee directly to our customers, instead, we receive a discount from the seller. The price quoted is normally the same as if the client had purchased directly from the seller. Often the client may have additional questions at this point that need to be answered and we will work with the buyer and seller to do so. When the client has settled on the equipment to purchase, NWS will issue an invoice. Upon receipt of payment, NWS will have the equipment shipped from the seller to the buyer (sometimes it is delivered to NWS first for pre-inspection). Upon receipt, the client will inspect the equipment and notify NWS if any problems are found. Should any issues arise, NWS will work with the buyer and seller to resolve these. Upon completion of the transaction, NWS continues to act as the conduit for the client should any issues surface during the duration of the warranty (if any is provided by the seller).

### **What do the terms "pre-owned", "refurbished" and "remanufactured" mean?**

**Pre-owned:** This term means just what it says—the equipment has been owned by someone prior to you. It may have been in a hospital, clinic or private practice. It could even be a demonstration piece from a vendor's inventory. Normally equipment that is sold simply as "pre-owned" is sold without warranty much as a private individual might sell a vehicle to another individual. Ideally, when purchasing a piece of equipment under these terms, you should arrange to either inspect the item yourself or have it inspected by a qualified service professional. The price on such equipment is normally the most economical.

**Refurbished:** Refurbished equipment is a term that is very broad and, often, loosely used within the industry. At the very minimum, refurbished means that a dealer has obtained the equipment, cleaned it up and checked it for proper functioning. At its more advanced levels, refurbishing can mean that equipment has been repainted and key components replaced. Refurbished equipment almost always comes with a warranty. 30 days is minimum; 90 days is standard and some items may carry as much as one year of warranty. The price for refurbished is usually higher than simply pre-owned since the refurbisher has incurred increased expense in the refurbishing process and bears increased risk in providing a warranty.

**Re-manufactured:** This is the most advanced level of service provided in the secondary market. Normally this is only done to larger devices such as OR tables, large sterilizers, MRI's, etc. Re-manufactured products will have been torn down to the component level and completely rebuilt. Often they will have even been modified to exceed the original manufacturer specifications (ie an autoclave with analog controls will be upgraded to the latest digital control interface). Re-manufactured equipment normally comes with at least a one year warranty.

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**What should I expect from pre-owned equipment?**

You should expect to receive equipment that is fully functional and cosmetically acceptable. Depending on the level of refurbishing provided, the cosmetic quality of any piece may vary. The minor scuffs and scratches of regular, clinical use are to be expected. Any significant defects should be disclosed by the seller prior to purchase and acknowledged by the buyer. Because equipment may come from a variety of sellers, each piece should be inspected upon arrival. Sometimes small accessory items may not be included. Any such issues should be noted and discussed with NorthWest Supply. We will help you sort out the issues that need to be handled by the seller vs. materials that are considered the buyer’s responsibility. Yes, this does require a little more attention than simply buying “new in the box” but that is part of the trade-off for the savings.

**What are the payment, warranty and return terms?**

The terms are always 100% pre-paid in US funds unless specific, written arrangements are made otherwise. Shipping charges may be added at a later date (you will be notified in advance if this is the case). We accept checks, VISA and MasterCard. We can also provide contact information for leasing companies, should you desire that option. Most vendors will accept returns for refund (less cost of shipping) within 5 days. After 5 days, all sales are final (note: not all vendors extend a 5 day grace period). Requests for return after this period may be denied, charged re-stocking fees ranging from 25% to 40% and/or offered for credit only. Equipment found to have defects after the 5 day period will be repaired, replaced or refunded as per the terms of the vendor warranty. Vendor warranties vary and may exclude labor, shipping charges and/or specific parts. As a brokerage, NWS does not extend any warranty terms beyond those offered by the original seller unless specified by us in writing. The effective date of the warranty shall be the date of the original invoice unless specified otherwise. On items which are sold on an “as is” basis, the sale is final at time of sale. Past due accounts will be charged 1.5% interest penalty per month and may be submitted for collections. Related collection fees will be assessed and added to balance due.

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**Customer Acknowledgement**

I have read, understand and accept the terms and conditions as set forth above. I also verify that I am authorized to enter into a purchasing agreement on behalf of the business designated below.

Signed \_\_\_\_\_ Date \_\_\_\_\_

Name (PRINT) \_\_\_\_\_ Position \_\_\_\_\_

Business Name \_\_\_\_\_

Address \_\_\_\_\_

**Fax or mail this complete form to our office. Please initial each page as indicated.**

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Phone Toll Free 1-888-649-6497 ● Email info@nwsupply.net

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