

ORDERING INFORMATION:

Orders are accepted from customers via mail, electronic mail, telephone or fax:

Mail: Trinity Biotech
ATTN: Customer Service Department
2823 Girls Road
Jamestown, NY 14701

Email: customerservice@trinityusa.com
Fax: 1-716-487-1419
Phone: 1-800-325-3424
Monday through Friday: 8:30 am to 6:00 pm (Eastern time)

Please reference your customer number or zip code when placing an order.

TERMS:

- Terms are stated on all Trinity Biotech invoices, order acknowledgments and packing slips
- Freight costs are pre-paid and added to the invoice.
- Past due payments will be assessed at a rate of 1.5% per month (or highest amount allowed by law) until payment is made. Refer to the front of the invoice for terms (3.g. Net 30)
- A \$20.00 minimum purchase is required. Orders of more than five thousand dollars will require a hard copy PO for shipment.
- Orders are shipped via Federal Express or our common carrier, according to product requirements and at our sole discretion.
- Cancellation of an existing Purchase Order must be given in writing.
- Incorrect pricing, quantity or product issues must be reported to Customer Service Department within 48 hours of the order acknowledgment. -No refund or credit will be issued after 48 hours.

RETURN POLICY:

- Only items shipped in error by Trinity Biotech will be accepted for return. Replacement product or credit will be issued at the sole discretion of Trinity Biotech.
- Replacement or return requests, excluding issues related to product performance, must be brought to the attention of our customer service department within 10 business days of the receipt of the order.
- Returns will not be accepted nor credit issued without prior approval and a RETURN MATERIALS AUTHORIZATION NUMBER (RMA) assigned by a customer service representative.
- Credits will not be given for products returned without a RMA number.
- Product(s) must be immediately returned after obtaining proper authorization. Product must be properly stored and returned in original packing in same condition received, unless notified by Trinity Biotech.
- Replacement product or credit will be issued after receipt of returned product.
- Returns received after 15 working days following date of issuance of RMA will not be accepted.
- Trinity Biotech will arrange for all returns after issuance of RMA number.