

Radiology OneSource

7356 Nolensville Road
Nolensville, TN 37135
Phone: (615) 283-4885
Fax: (615) 776-2266

Parts and Probe Policy

All items are sold "as is", without warranty beyond our guarantee that the part is in good working condition unless otherwise stated in quotation, packing slip or invoice.

Exchange Policy

Packing slip and invoice clearly state if part was purchased on an "Exchange" basis. The customer must return a like, repairable OEM item to our facility 15 days from the date of the shipment. If the exchange part is not received in our facility within 15 days, you will be additional billed of up to full OEM replacement cost. **No 3rd party replacement exchanges will be accepted.**

DOA

We must be notified within 3 days from date of shipment to claim a DOA. The DOA part must be returned to our facility within 7 days of notification. Failure to return DOA part will result in additional billing and/or refusal of refund for amounts paid.

Restocks

If you are returning an item for restocking, you must obtain prior approval from ROS within 3 days from original date of shipment before returning the item. Any item returned will be subject to a 25% restocking fee for un-opened items and 30% restocking fee for opened items. Items returned without approval or after 7 days will not be accepted for credit. **Medical Dealers** Verify part number and description with your client before placing your order with ROS. ROS is not responsible for incorrect part numbers ordered. The part number will always take precedence over a conflicting description.

Warranty Claims

To place a warranty claim we must be notified within the stated warranty period. The failed part must be returned to our facility within 3 days of notification. A Warranty Evaluation will be performed and a replacement part will be issued if it is deemed appropriate.

Payment

All parts orders are paid in full, in advance before shipping. Please add \$20 for wire transfer and 3% surcharge of order total to all credit card transactions.

Core and Housing Deposits

All probes and tubes sold on exchange basis will require a core or housing deposit to be paid at the time of order. The deposit will be refunded in full upon verification of reparability of the exchange item.