

Terms and Conditions

Price Policy

We make every effort to maintain our prices for the duration of a catalog, but we reserve the right to make price adjustments in response to manufacturers' price increases or extraordinary circumstances. Prices and terms are subject to change without notice.

HPSRx Enterprises Inc and Customer agree that the terms and conditions hereinafter set forth shall govern the relationship between HPSRx Enterprises Inc and Customer. Customer acknowledges and accepts all such terms and conditions by placing an order for goods with HPSRx Enterprises.

Payment Policy

HPSRx Enterprises Inc is authorized to investigate the applicants' credit and /or any credit reporting agency. In consideration of the extension of credit, the undersigned agrees that payment in full will be made no later than thirty (30) days from the invoice date. A 1.5% per month finance charge will be assessed on all past due balances. After 45 days past due account will be place on hold and order will not be filled until payment in full has been received. Applicant agrees to pay any collection costs incurred to collect the balance amount, including reasonable attorney's fees, if necessary.

Payment must be made in US currency only and maybe in the form of a check or credit card. Customer agrees not to make any deductions from payment unless a credit memo has been issued or authorization from accounts receivable representative. Credit memo number must be documented on check or invoice.

Shipping Policy

Continental US: Free UPS ground shipping on pharmaceutical orders totaling \$250.00 or greater, shipping within the contiguous US. Pharmaceutical orders under \$250.00 and other product orders are subject to actual shipping charges.

There will be a Refrigeration Handling fee of \$10.00 added to any refrigerated order shipped all refrigerated items are shipped Monday through Thursday by UPS Next Day Air Saver We will not ship refrigerated products on the day before a holiday.

Next business morning, next business day, 2nd day shipping services, or Saturday delivery are available for an additional fee. Refrigerated items ordered with non-refrigerated items may be shipped separately.

Regulations require that we sell & ship controlled items to registered, licensed facilities only (no P.O. Boxes or residential addresses). We must have a valid copy of your DEA license, verifying shipping address, on file.

Alaska & Hawaii: All orders are subject to a shipping fee.

HPSRx Enterprises Inc is not responsible for delays in transit due to weather conditions, carrier strikes, and other acts for nature which may impede shipment for product.

Return Policy

HPSRx Enterprises Inc cannot accept any returns without prior authorization. To arrange for a return please call our Customer Service department. The following conditions must be completed. All returns must be authorized prior to return, unopened and properly labeled. Authorization and acceptance of returns for reasons other than a shipping error or damage, as long as the product is re-sellable, is at the sole discretion of HPSRx Enterprises

- All returns must be accompanied by a copy of your invoice and a copy of return authorization.
- Returned products must have been purchased within the previous 30 days. Any returns past thirty days are subject to a restocking fee.
- Any shortages or errors in shipments must be reported within 7 days of invoice date to issue credit (if applicable).
- Unless HPSRx error there will be no reimbursement for shipping charges.
- Customer will be responsible for cost of return shipments

Non Returnable Items :

Expired Products

Controlled Drugs

Immune globulin Products

Items that cannot be returned to Manufacturer

Special Order items

Federal law requires that any drugs returned to a wholesale distributor, are kept under proper conditions for storage, handling and shipping.

The Prescription Drug Marketing Act also requires that written documentation indicating that proper conditions were maintained is provided to the wholesale distributor to which the drugs are returned. HPSRx Enterprises has a form that will need to be completed and returned to document this information. Upon approval of authorization it will be sent and must be faxed back to the representative authorizing return.