

# Welcome to Nihon Kohden America Neurology Accessory Collection

## Order Information

To order any of the listed products simply:



90 Icon Street, Foothill Ranch, CA 92610  
(800) 325-0283  
(949) 580-1555  
Fax: (949) 580-1550  
www.nkusa.com

## PHONE it in

Call us Toll Free Monday through Friday from 7:00am to 5:00pm (PST)  
(800) 325-0283 extension 7021.

## E-mail us

info@nkusa.com

## FAX it anytime

Use the enclosed Order Form and fax it day or night, 7 days a week.  
(949) 580-1550

## Send it by mail

Use the enclosed Order Form and mail us at:  
Nihon Kohden America, Inc.  
90 Icon Street  
Foothill Ranch, CA. 92610  
Attn: Customer Service Department

## Customer Satisfaction Guarantee:

If you are not satisfied with your Nihon Kohden accessory purchase, notify us within 15 days of your receipt and we will replace it or credit your account. Special orders are subject to limitations and restrictions. There is a 20% restocking fee for returns over 15 days.

## Minimum Order Amount:

The minimum order amount is \$50.00 for accessories and \$25.00 for service parts.

## Payment Methods:

We want your order processing to be as simple as possible. To expedite orders for new customers we accept Visa and MasterCard.

## Term of Payment:

Sales tax will be added to all orders where applicable. Products may be shipped on net 30 days terms with approved credit

## Order Verification & Delivery:

To check on the status of an order or to verify shipment, please call our Customer Service Department at (800) 325-0283 extension 7021. Normal delivery time is 7-10 business days. Immediate Delivery may be accommodated by Federal Express "Priority One" service with next business day delivery (by 10:30am) or "Priority Two" service which guarantees delivery within two business days. An additional charge of \$25.00 will be included on your invoice for all rush orders.

### Disclosures:

Nihon Kohden certifies that products have been produced in compliance with Good Manufacturing Practices for Medical Device Manufacturers as set forth by the Food and Drug Administration.

### Returning Merchandise:

If you need to return or exchange merchandise, please call our customer service department at (800) 325-0283 extension 7021. One of our Customer Service Sales Representatives will assist you with the return process by giving you a return receipt number. This number must be used when returning any accessory ordered from Nihon Kohden. We cannot accept returns on specific products where packages have been opened or the product has been used.

### Nihon Kohden Responsibilities

Nihon Kohden is responsible for delivering effective, reliable products to our customers. Nihon Kohden is not responsible for injury, infection, or any other consequence as a result of misuse of products. Our accessories should be used by medical professionals. Sterilization and proper safety procedures must follow at all times when using Nihon Kohden products or any other products. We ask that you consult your Operations Manual for more details on product maintenance, repair, and intended use.