





# ORDERING INFORMATION

Please contact our Customer Service Department at 508-872-9494 if you need information or have any questions. Our office is open Monday thru Friday from 9:00 A.M. to 5:00 P.M. E.S.T.

**Toll-Free Phone Orders: 1-800-257-5376**

**FAX your Orders: 1-800-268-6624**

**Order Online: [www.therapro.com](http://www.therapro.com)**

## Shipping Costs and Delivery Methods

### Continental United States

For delivery within the Continental U.S. we ship via UPS or U.S. Mail depending on cost and convenience. If you prefer a different shipping method, please tell us. Shipping charges are based on the dollar value of your order according to the following schedule:

Order Value	Shipping Cost
up to \$50	\$7.50
\$50.01-\$75.00	\$8.95
\$75.01-\$100.00	\$10.00
\$100.01-\$1,000.00	Add 10%
Over \$1,000.00	FREE

Express Delivery is available, and applies after an order has been processed. Order processing takes two to three days. Please call for a quote.

**For a limited time, we are offering FREE SHIPPING for online orders over \$35.00! Offer good for contiguous 48 United States only.**

#### Exceptions apply:

Orders must be placed & completed online to qualify.	Purchase Orders DO NOT qualify for free shipping.	Drop Ship items are not eligible for free shipping.
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### Non-Contiguous United States and Possessions

Orders to Alaska, Hawaii, Puerto Rico and other U. S. possessions, including APO and FPO addresses, are shipped via U.S. Mail, Air Parcel Post. 20% of the order value will be added for shipping and handling with a minimum charge of \$20.00.

### International (including Canada)

**Please note: the minimum International order is now \$50.00.** We welcome orders from Outside the Continental U.S (including Canada). Orders for delivery outside the contiguous 48 States can be shipped the most efficient way or by your preferred method. Shipping and handling charges depend on the destination and the specified carrier. Call us for specific shipping information and charges.

## Payment Methods

We accept payment by MASTERCARD, VISA, AMEX AND DISCOVER. Credit terms are available for Public and U.S. Government agencies/institutions and others with previous credit approval. A credit application can be faxed or e-mailed as requested.

## Damages and Shortages in Shipping

Please inspect your order when it arrives. If your shipment arrives damaged or with items missing, please call us immediately so that we can correct the situation.

## Returns

We stand behind the products we sell and believe them to be of the highest quality. However, if you decide to return an item, call 1-800-257-5376 to obtain a Return Merchandise Authorization (RMA #). All catalog items can be returned for full credit or refund (excluding shipping charges) within 30 days as long as the merchandise is in resalable condition. No returns are accepted without a Therapro RMA #. Unauthorized returns are subject to a 10% Restocking Fee.

*Due to government regulations whistles, blow toys and other items for use in the mouth cannot be returned unless they are in the original sealed package.*

## Privacy Policy

We use a Secure Server, so that all the information you provide is encrypted before it leaves your computer, and it is then decoded at the web server at the other end of the connection. We carefully guard your private information and do not disclose customer transactions or any personal information to third parties.

### **THANK YOU!**

**We appreciate your business, whether you are a long time customer or are ordering for the first time. Please let us know how we can serve you better.**