

*Belief in
commitment,
enthusiasm
and integrity.*

*Belief in
doing what is
right
and performing at
a
high level of
responsibility
to ensure success.*

**Mercy
Surgical
Dressing
Group, Inc.**

To Our Customers:

These are the pledges any customer should come to expect. These are the cornerstones of Mercy. At Mercy, we know that nurturing a relationship between company and customer will lead to personal growth on the part of both. Developing a win/win situation is not only important, it is necessary.

We at Mercy realize that in today's competitive economic climate and constant technological advances, the ability for any company to grow and succeed on its own has become increasingly difficult. We believe that together, our customers and Mercy will achieve success. The value of working as a team and removing obstacles as a team can only equate to consistent growth and shared satisfaction.

It is with great fulfillment that we present you with our newest catalog. Growth has enabled us to expand to over 130 manufacturers and over 16,000 products in various categories. Our Product Specialists consistently remain updated with newest releases of products and are educated to help you make informed decisions based upon your needs. Our experience and ability to identify product alternatives and provide cost savings, is unmatched in the marketplace.

Please call us with any questions you may have or with suggestions which will help us to better serve you.

Thank you.

Mercy Surgical Dressing Group, Inc.

Ordering Information

Toll-Free Phone Orders: 1-800-637-2950
Toll-Free Fax Orders: 1-800-637-2951
E-mail Orders: Info@MercySurgical.com

You may reach one of our Product Specialists **Monday through Friday 9:00 am - 5:00 pm, eastern time**. Our telephones answer **24 hours a day** and you may leave a voice mail message for your Product Specialist anytime and your call will be returned promptly.

If you are not an established customer of Mercy, please follow our voice mail menu in order to speak with a representative to service you.

If you are an established customer of Mercy, please enter your Product Specialist's extension at any time when you call to receive fast, efficient service.

In order to best serve you, please provide us the following information:

1. Account Name.
2. Account Number.
3. Billing and Shipping Address.
4. Purchase Order *Number (if applicable)*.
5. Product Specialist's *name (if applicable)*.
6. Telephone Number.
7. Order Item Number, Description, Size and Quantity.
8. Method of Shipment.

Shipping Information

In the event that a product is out of stock at the time of ordering, we will backorder it and ship it to you the same day we receive it. Appropriate freight charges may apply.

Return Information

Should you need to return any products to us for any reason, **please contact your Product Specialist** immediately. A restock fee may apply and special orders are not returnable.

If the product that is being returned is due to an error on Mercy's part, Mercy will make the arrangements to correct the error **at no cost to you**. Please contact your Product Specialist with any questions regarding returns or see next page, Mercy's Order, Shipment, Billing and Return Policy.

Payment Information

Mercy offers open account purchases subject to credit review. A Mercy Product Specialist will assist any business or organization wishing to apply for open account status.

Payments options also include -

- a. Credit Card purchases. Please have your **MasterCard, VISA or Discover Card** information available at the time of your purchase; or
- b. Prepaid prior to shipment.
- c. Check-by-phone.

Contract Pricing

Contract pricing may be available based upon various commitment programs. Please contact your Product Specialist for details.