

Order Information



Placing Orders

By Phone:

(800) 323-8144 ext. 674 or 675
(847) 967-6000 ext. 674 or 675

Regis Customer Service

Representatives are available to take orders Monday-Friday, 8:00 a.m. to 4:00 p.m. central time.

By Fax:

(847) 967-1214
(847) 967-5876

Fax orders can be placed 24 hours a day. Please include the information listed in Ordering Details below.

By Mail:

Regis Technologies, Inc.
8210 Austin Avenue
Morton Grove, IL 60053-0519 USA

Ordering Details

Whichever ordering method you choose, please supply the following information:

Company name
Shipping address
Billing address
Purchase order number
Product #
Quantity
Contact person
Phone number
Fax number

Payment Details

Visa/Mastercard Accepted
Bank Wire Transfers Accepted

Minimum Orders

Regis does not require a minimum order.

Order Confirmation

Confirming orders are not required. However, if it is your policy to send confirmations, please clearly indicate CONFIRMING ORDER. Regis will not accept responsibility for duplication of a shipment if CONFIRMING ORDER is not indicated.

Terms and Prices

Prices:

Subject to change without prior notification.

Terms:

Net 30 days.

Shipping:

Prepaid and added to the invoice.

Advisement of current pricing will be made for orders placed by telephone. Unless order acknowledgment is specifically requested, orders placed via fax or mail will be shipped at current prices. If there has been a price increase of 10% or greater, Regis will advise the purchaser prior to order processing.

Quantity Discounts

Regis welcomes the opportunity to quote on larger quantities or bulk shipments of products listed in this catalog. Please contact Customer Service or your Sales Representative for more details.

Shipping

FedEx ground:

All items are shipped via FedEx ground service unless otherwise requested.

UPS Red/Blue or Federal Express:

Overnight or second day air service is available upon request. In order to comply with federal and international regulations, Regis reserves the right to change requested transportation in accordance with carrier guidelines.

Hazardous goods:

Regulations require that hazardous goods be shipped in certified containers, bags and/or cartons. Any special packaging and/or freight charges for these items will be prepaid and added to the invoice.

Shipping (continued)

Items are shipped from:

Morton Grove, Illinois, USA; insurance charges are prepaid and added to the invoice.

International:

Freight charges are prepaid and added to the invoice unless otherwise requested.

Returns

Please inspect shipping carton and contents carefully upon arrival. Until the product has been evaluated, retain all product packaging.

If products are missing or defective, contact the Regis Customer Service Department for assistance. Items that need to be returned, whether due to defect or misorder, require a Returned Goods Authorization (RGA) number that can be obtained from Regis Customer Service. Returns will not be accepted without an RGA.

Returns made as a result of customer error are subject to a 15% or \$15.00 restocking fee, whichever is greater. Except for cases of manufacturer defect, custom manufactured HPLC columns cannot be returned.

Every effort is taken to minimize product damage while in transit. However, if loss or damage should occur:

1. Save shipping cartons in their entirety.
2. Contact the carrier immediately to file a damage claim.
3. For additional assistance in filing claims, contact a Regis Customer Service Representative.

Technical Service

The Regis Technical Staff is available from 7:00 a.m to 3:00 p.m., central time, each business day to provide technical support for the products listed in this catalog.

Restrictions

All information and data presented in this catalog are believed to be accurate and reliable but are presented without guarantee, warranty or responsibility of any kind on the part of Regis Technologies, Inc., either expressed or implied. Users should use their own judgment to determine the suitability of any of the products, data or procedures presented.

These products are for research and laboratory use only. Products listed in this catalog may not be used for drug, food or household purposes, nor resold for such intentions. Regis supplies items intended for use by personnel professionally competent in their use and handling; responsibility for safe use of these products rests entirely with the buyer and/or end-user. Regis Technologies, Inc. refuses any liability for damages arising to users or property as a result of disregard for national safety standards pertaining to dangerous and toxic substances or the incorrect handling, storage or disposal of its products.

Statement concerning the possible use of a product is made without representation or warranty that any such use is free of patent infringement and is not to be considered a recommendation to infringe on any patent.

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E-Mail: sales@registech.com

Web-site: www.registech.com