

## FREQUENTLY ASKED QUESTIONS

### How can i get your catalog?

Please fill out the catalog request form at our website or else mail us at [info@surgimax.co.uk](mailto:info@surgimax.co.uk) to get it by email or via post to your address mentioned.

### Please send me your updated price list?

Kindly speak to one of our sales representative by email to get our updated price list for you.

### Is your company certified by any certifying body, if yes so how I can find your certificates?

Yes; our company is certified by ISO 9001:200, ISO 13485, we are also accredited to mark CE logo on our products. You can also find these certificates from our web site by a single click on quality menu.

### What type of material / steel you are using for manufacturing the instruments?

Surgimax always select the materials which are best fit to the product reliability and are approved medical stainless steel types, at present we are manufacturing surgical instruments from AISI 410, AISI 420 and AISI 304 type stainless steels.

### I am unable to find my desired device?

Don't worry about that, just supply us your desired item name with part no. from any international catalogue or pictures to [info@surgimax.co.uk](mailto:info@surgimax.co.uk) , our experienced team will be at your service to assist you in best possible way.

### What are your business terms?

Please visit our website to get access for our general terms of service in service menu.

### Do you provide private labeling?

Yes; under special circumstances, we provide private labeling services and put the required marks or brands on the instruments.

### Can I order for sample for demonstration before placing an order?

Yes; you can order some samples before placing your order. The samples will be free of cost whereas the shipping cost will be bear by yourself.

### Are your products supplied sterilized?

We do not supply sterilized instruments, all our products are non-sterilized.

### Do you accept orders for customized / special items?

Yes; we do accept the orders for customized products as well but we would require technical drawings, master samples or pictures for designing and production purpose.

### How long is your delivery time?

The delivery time is normally very short with Surgimax because around 1000 different standard items are permanently in our stock to supply them within minimum lead time, however we will update you about exact delivery time upon receipt of your order.

### Do you offer guarantee on your products?

We offer a five year guarantee on all reusable surgical instruments. If any of Surgimax made product found defective in terms of craftsmanship we will held responsible for that either to replace it or refund your purchase price.

### How can I return a product to you for replacement / refund?

If you want to return a product to Surgimax for replacement or refund so you can send it in its original Surgimax packaging without using it along with exchange and refund form supplied with product.

### What is your recommended method of sterilization?

The recommended method of sterilization for Surgimax product is supplied with instruments. If you need a copy of that so please visit our website and click on downloads menu in service tab to get it or mail Surgimax team at [info@surgimax.co.uk](mailto:info@surgimax.co.uk) to have one for you.

### How do I find my local distributor?

Surgimax work with a tightly woven network of its business partners in over 50 countries around the world, please contact at [info@surgimax.co.uk](mailto:info@surgimax.co.uk) to get your desired information.

### I would like to make a complaint?

Please call at +44 (0) 161 307 4113 to place your complaint or write us by email, we assure you that Surgimax team will give you full support to solve your issue within minimum time.



Surgimax Instruments Ltd. tel: +44 (0) 161 307 4113  
206 Parkhills Road Bury eMail: [info@surgimax.co.uk](mailto:info@surgimax.co.uk)  
Manchester England internet: [www.surgimax.co.uk](http://www.surgimax.co.uk)  
BL9 9AL

ISO  
9001:2008  
13485:2003

