

## **Frequently asked questions**

### **How can i get your catalog?**

Please click on products tab or media library, that will take you to the downloadable section of our catalogue, therein you are browse and download the required product section. In case you need printed version, please email at [info@surgimax.co.uk](mailto:info@surgimax.co.uk) for assistance.

### **Please send me your updated price list?**

Kindly speak to one of our sales representatives 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 9001:2015, ISO 13485:2016, we are also accredited to mark CE and UKCA logo on our products. You can also find these certificates from our web site with 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 grades.

### **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 quick links 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 at your account.

**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.

**Do you offer guarantee on your products?**

We offer a \*Five (05) 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 long is your delivery time?**

All orders placed by 1:00 pm Monday to Friday will be dispatched same day. Orders throughout the UK will generally be delivered the next working day, whereas outside UK orders takes 3 to 7 days for delivery. At Surgimax we keep nearly 1000 different standard items permanently in our stock to supply them same day whereas orders for non-stocked items may take 8 to 12 weeks for delivery.

**What is the cost of delivery?**

We offer free delivery for orders over £75 whereas orders under £75 will incur a small order/carriage charge. Orders outside UK will be shipped via DHL / FedEx and cost will be charged accordingly.

**What are your payment terms?**

We always accept the payment in advance. However, for continues cooperation we can negotiate our terms i.e. 50% advance / 50% upon dispatch of goods, 100% upon dispatch of goods, 30 days or 60 days DA by bank.

**How can I pay for an order?**

We offer several methods of payment including PayPal, Western Union, Cheque, BACS and SWIFT transfer. We also accept payment in Euros and US dollars.

**How do I cancel an order?**

Please call our sales office on +44 (0) 161 3022 744 immediately. We are sometimes unable to cancel, as the order will already have been shipped or under production process.

**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 within 30 days along with exchange and refund form supplied with product or get it from our website.

**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 media library menu to get it or email 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 3022 744 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.

Revision status: 05

File name: Frequently asked questions-EN

Issued at: 11.03.2021

Revised at: 14.03.2021

Issued from: UK

Revised from: SAMD

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