



# NEW ACCOUNT FORM

Please submit by mail, fax, or email with or before your first orthotic order

11206 Greenstone Ave. Santa Fe Springs, CA 90670 Phone: (800) 421-7444 Fax: (562) 941-7122 sales@pluslaboratory.com

OFFICE	BILLING
preferred ship-to address	only if different from Office
practice name	
attention to	
street address	
city, state, postal code	
phone, fax	
email	

For additional office locations under the same billing account please attach additional office(s) info

SHIPPING PREFERENCES
<b>INBOUND TO LAB</b>
<u>box/packaging</u>
<input type="checkbox"/> <b>Plus Lab Cast Boxes:</b> Free for U.S. accounts
<input type="checkbox"/> <b>Bio-Foam Impression Boxes:</b> Available at cost
<input type="checkbox"/> We will use our own boxes/packaging
<u>prepaid shipping labels/service</u>
<input type="checkbox"/> <b>Prepaid USPS Priority:</b> 2-4 Days; Less Expensive
<input type="checkbox"/> <b>Prepaid UPS 2-Day Air:</b> Always 2 days
<input type="checkbox"/> We will use our own shipping labels/service
<b>OUTBOUND FROM LAB</b>
<i>Can be superseded by selection on Rx form for a given order</i>
<input type="checkbox"/> <b>USPS Priority:</b> 2-4 Days; Less Expensive, 2-3 weeks for non-U.S.
<input type="checkbox"/> <b>UPS 2-Day Air:</b> Always 2 days; More Expensive

BILLING PREFERENCES
<b>STATEMENTS &amp; INVOICES</b>
<u>monthly billing statements</u>
<input type="checkbox"/> Paper <input type="checkbox"/> Electronic <input type="checkbox"/> Both <input type="checkbox"/> None
<u>individual order invoices</u>
<input type="checkbox"/> Paper <input type="checkbox"/> Electronic <input type="checkbox"/> Both <input type="checkbox"/> None
<b>PAYMENT</b>
<u>we prefer to pay by</u>
<input type="checkbox"/> Monthly Statement <input type="checkbox"/> Order Invoice
<u>preferred payment method</u>
<input type="checkbox"/> Check <input type="checkbox"/> Credit Card (email req'd)

PRESCRIBERS		
FIRST NAME	LAST NAME	TITLE

STAFF		
FIRST NAME	LAST NAME	POSITION

**IMPORTANT: SEE PAGE 2 FOR FULL TERMS & CONDITIONS BEFORE SIGNING**

The above information and preferences are correct, and I have read, understood, and agree to the full Terms & Conditions (on Page 2). I will notify Plus Laboratory by email, fax, or mail, if I choose to change any of my default preferences, or information.

\*Signature: \* \_\_\_\_\_ \*Print Name: \* \_\_\_\_\_ \*Date: \* \_\_\_\_\_

## TERMS & CONDITIONS OF PLUS LABORATORY SERVICES

### GUARANTEE OF FIT, ACCURACY, AND MATERIAL QUALITY

All Plus Laboratory orthotics are guaranteed for fit, and to be fabricated accurately according to the casts or impression foams and Prescription Form (Rx) we receive from you. If we have questions about any part of the Rx form we will contact you to confirm your choice, or to clarify any request that is unclear. All adjustments required for inaccurate posting (forefoot or rearfoot), flexibility, and fit, are free of charge - provided the orthotics are returned to Plus Laboratory within 6 months of the date they shipped from Plus Laboratory.

Additionally, **any materials defects whatsoever** (shell, posts, cushions, top covers, pads, etc) will be repaired free of charge - provided the orthotics are returned to Plus Laboratory within 6 months of the date they shipped from Plus Laboratory.

### PRESCRIPTION REQUIREMENTS

Plus Laboratory offers its services exclusively to physicians that are able to prescribe orthotics. We **do not** fabricate orthotics, or provide refurbishing or orthotic repair services to the general public or directly to patients. All orthotic fabrication, adjustment, or refurbish requests **must** come from the physician or from the physician's authorized staff (for remake requests).

### TRUE CUSTOM ORTHOTICS

All Plus Laboratory orthotics are fabricated using the unique casts/impressions of each patient. We **do not** use any kind of catalog or library of different shapes and sizes to find a "best fit" orthotic.

### STARTING LINE OF CREDIT

All new accounts start with a **\$3,000 line of credit** with Plus Laboratory. This credit limit can be increased with good payment history and large order volume. Delinquent payment can result in suspension of the line-of-credit, C.O.D. requirements for all orders, and closure of the account.

### BILLING, PAYMENT TERMS, & FINANCE CHARGES

Unless otherwise requested, no payment is due at the time of fabrication or invoicing. Rather, billing statements are produced on the last day of each month, and include all charges for orders that shipped that month. Any orders that were received by us, but are still in process at the end of the month will **not** be billed until the following month.

Payment is due by the end of the month that you received the billing statement. If payment in full is not received by the end of the month, a finance charge will be assessed on your total Past Due balance. The finance charge for past due balances is an 18% APR (~ 1.5% monthly). To pay by credit card, make sure to include an email address on the front page of this form, so that we can send the electronic invoice to that address. For greater security for our customers, we currently use Paypal Invoicing to process all our credit card transactions – although you **do not** need a Paypal account to pay by credit card. We will never ask for, or need, your credit card information – all payments will be processed/handled through the Paypal website.

Do not hesitate to call us to see if we can customize our billing methods to accommodate any special needs.

### VOLUME DISCOUNTS

Eligibility for volume discounts is determined by the volume of orthotic orders that were more than \$50 that were shipped in that month. **You must have no Past Due balance** in order to be eligible for a Volume Discount.

Payment for the full balance minus the discount **must** be received by the 15<sup>th</sup> of the month in order to receive the discount. E.g. if the full Billing Statement balance for July is \$1,500 and a 10% volume discount was earned, then \$1,350 (the full \$1,500 minus the \$150 discount) **must** be received by August 15<sup>th</sup>, else the discount is lost, and the full \$1,500 is due.