

ORDER FORM

\$10.00 minimum order

PRINT CAREFULLY. Give an address useable by UPS if possible.

Check if this is a new address.

Check if this is your 1st order from Luminaud

NAME: _____ Cust.# _____

NAME OF USER IF DIFFERENT _____

SHIPPING ADDRESS _____

E-Mail: _____

Daytime Phone _____ / _____ / _____ Order Date _____
PHONE NUMBER MUST BE GIVEN FOR A CHARGE ORDER

BILL ME - established customer in good standing
\$75.00 top balance limit. (see [X] other side)

**SORRY - WE CAN NO LONGER SEND CLAIMS TO MEDICARE -
CONTACT US FOR SUGGESTIONS ON MEDICARE COVERAGE**

PAYMENT ENCLOSED by check or money order.

Make payable to "Luminaud, Inc." US FUNDS
DON'T MAIL CASH. \$30.00 CHARGE FOR RETURNED CHECKS.

PAY BY CREDIT/DEBIT CARD - circle card type

AMEX DISCOVER MASTERCARD VISA

CARD # _____ / _____ / _____

V-CODE _____ AMEX 4 numbers - middle right front of card
All others -Last 3 numbers in signature area on back of card

EXP. DATE: _____ / _____

CARD HOLDER NAME: _____

CARD BILLING ADDRESS _____

ZIP CODE _____

SIGNATURE: _____

CIRCLE FOR INFORMATION ON: Stoma Covers, filters, HMEs Artificial larynges Switches requiring minimal movement
Phones, phone attachments Voice amplifiers for esophageal, TEP speaker, weak voice signal devices for back-up, emergencies

SEE THE OTHER SIDE OF THIS SHEET FOR QUANTITY DISCOUNTS, OHIO SALES TAX, RETURN POLICY AND OTHER INFORMATION

Qty.	Cat.#	Product name - include color and size when appropriate	Price	Total

USE THE BACK FOR MORE ITEMS, QUESTIONS, NOTES, SPECIAL REQUESTS **SUBTOTAL**

**SHIPPING/HANDLING/INSURANCE - U.S.A. 48 STATES
STANDARD UPS, 1st CLASS or PRIORITY MAIL**

Orders from \$10.00 to \$125.00 - \$10.00
Orders from \$126.01 to \$250.00 - \$20.00
Orders from \$250.01 to \$500.00 - \$25.00
Orders from \$500.01 to \$800.00 - \$30.00
Orders over \$800.00 contact us for a quote

Instrument repairs may be billed an additional amount to cover insurance for replacement if lost.

OTHER CHARGES MAY APPLY - contact us for information:

UPS 2nd, 3rd or NEXT DAY, EXPRESS MAIL, AVAILABLE AT YOUR REQUEST! Extra charges will be added to cover additional cost and for faster or special handling.

AK, HI, PR, VI, APO, FPO, etc similar to 2nd or 3rd Day UPS

CANADA - Orders up to \$149.99, add \$35.00 to U.S. rates above Pay in U.S. funds. Contact us for larger orders, further purchase information and for Canadian dealers!!

OTHER COUNTRIES - we can quote shipping charges.

Less 10% Qty. Discount(s) that apply (see back)	
OHIOANS - Sales Tax on some items (see back)	
See column at left for Shipping Charge	
Previous Balance Due if any	
Less credit on account or coupons enclosed	
TOTAL AMOUNT DUE	

**MAIL TO: Luminaud, Inc.
8688 Tyler Blvd.
Mentor, OH 44060**

OR FAX TO: 440-255-2250

**IF YOU RUN OUT OF ORDER FORMS,
JUST SEND YOUR ORDER IN A LETTER
OR PHONE OR E-MAIL IT**



PHONE HOURS: WEEKDAYS 9:00a to 4:30p EASTERN

www.luminaud.com e-mail: info@luminaud.com

8688 Tyler Boulevard • Mentor, OH 44060-4348

Phone 800-255-3408 • 440-255-9082 • Fax 440-255-2250

RETURNS & EXCHANGES within 30 days: Returns are costly in paperwork, cleaning, handling and repackaging so we must charge a **RESTOCKING FEE OF 10% - \$4.00 minimum. A higher charge for serious damage. NO RETURN of cloth or foam items or tubes if individual item bag is opened** (unless product is defective). We have no economical way to clean these items for resale-and you wouldn't want a stoma cover or windscreen that has been used-even a little!

ALLOW TIME FOR YOUR ORDERS: We TRY to ship within 1-3 working days of receipt, but sometimes we are busier than others - and some items are custom made or late in delivery to us. Try to order routine supplies a little ahead. If speed is vital, phone, fax or e-mail your order and/or request a faster shipping method (additional charge). We'll do our best!

SHIPPING/HANDLING CHARGES: Wrapping/handling even the smallest order takes several minutes in time and there are costs for packing supplies as well as postage, so we couldn't afford to do small orders without adding these charges. And replacing lost packages is very costly, so shipping/handling charges on small, U.S. Postal 1st Class packages include something for "self-insurance" to help cover that problem .

WE PREFER TO SHIP BY United Parcel Service (UPS) or US POSTAL SERVICE FOR QUICK TRACEABILITY AND LOSS COVERAGE on orders over \$25.00. Please provide us with an address UPS or USPS can use if possible. If you absolutely want FED-EX or another service, specify each time you order what service you want used. Additional charge may apply.

[X] BILLING ESTABLISHED CUSTOMERS: Individual customers with good credit records may be billed, on request. TERMS: NET 30 DAYS. Top total balance limit of \$75.00.

10% DISCOUNT FOR ORDERS OF 10 OR MORE OF ANY SUPPLY ITEMS AS PACKAGED - for instance: 10 C-R cords. 10 bags of 30 foam filters, 10 Cravats.

OHIO SALES TAX - OHIO RESIDENTS ONLY: TAX ONLY ON PRODUCTS OHIO CONSIDERS NON-MEDICAL. This includes books. It may include voice amplifiers and pagers IF they are used for convenience or business rather than personal medical need. Diagnostic and testing equipment for professional use is also taxable unless a tax exemption certificate is provided. **TAX VARIES BY COUNTY.** Contact us for the amount to send for your planned purchase,

PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE: We try to hold prices as long as possible and make any changes no more than once a year, but increases to us in product or shipping costs are sometimes more than we can absorb. It is not practical or possible to notify all our customers individually

WE ARE A FAMILY BUSINESS AND WE CLOSE FOR ALL LEGAL HOLIDAYS - any time the Post Office and banks are closed as well as the day after Thanksgiving, one or two days in Dec. for inventory and several days for Christmas/New Year for family time.. Plan your orders so you are not left short over the holidays. **Orders must reach us by Dec. 15th if you need them sent and dated in the same year.**

INSTITUTIONS, BUSINESSES, ORGANIZATIONS - PLEASE USE YOUR ORDER FORMS OR LETTERHEAD

QUESTIONS? - CALL 800-255-3408 or 440-255-9082 - Weekdays 9:00a - 4:30p Eastern

NOTE: OUR ANSWERING MACHINE DOES NOT TAKE MESSAGES.

MANY PEOPLE WHO CALL US HAVE VERY SOFT VOICES OR PROBLEMS WITH PRONUNCIATION AND WE DON'T WANT TO MISS RESPONDING TO MESSAGES WE CAN'T UNDERSTAND.

WE WOULD RATHER HAVE YOU CALL BACK WHEN WE CAN TALK TO YOU IN PERSON AND MAKE SURE THAT WE UNDERSTAND EVERYTHING YOU WANT TO TELL OR ASK US.

or fax 440-255-2250 or e-mail: info@luminaud.com.

USE THE SPACE BELOW TO ORDER ADDITIONAL ITEMS AND FOR QUESTIONS, COMMENTS, SPECIAL REQUESTS