

SHIPPING AND COMPANY INFORMATION

5036 COMMERCIAL CIRCLE, SUITE B
CONCORD, CALIFORNIA 94520
TEL: (925) 246-6010, FAX: (925) 246-9920
TEL: (800) 458-7211

Shipping and billing information

WestCon Medical Industries, Inc.
5036 Commercial Circle, Suite B
Concord, CA. 94520

Federal Tax ID: 68-0157988
CA resale number: 27-784556

Ordering and Information:

1-800-458-7211
1-800-458-7221 (fax)
1-925-246-9920
orders@westconmedical.com
info@westconmedical.com

WestCon Medical accepts EDI orders

Hours of operation:

Monday through Friday
9:00 am – 4:00 pm PST

Closed on Federal Holidays

Terms: Net 30 days, freight prepaid and added to invoice

WestCon Medical ships and bills our primary service area from our Concord, CA warehouse. All routine orders received from our customers by phone, fax or email prior to 2:00 pm PST are shipped same day via UPS ground. For customers in Northern California this means next business day service without any special handling. Southern California and Nevada customers will receive those orders within 2 business days without special handling. Special order product can be “drop shipped”, upon approval, directly from the manufacturer to the customer. Rush orders which may require “next day early AM” delivery will arrive the next business day if ordered prior to 2:00 pm PST. Saturday delivery service is also available upon request.

WestCon Medical’s warehouse has ample space available to hold enough stock of commonly ordered products to insure that backorders are a rare occurrence. For commonly ordered products we keep a 60 day supply on hand at all times.

We have found in our 30 plus year’s of experience that 60 days of inventory is more than adequate to see our customers through almost all manufacturer backorders, short of recalls.

If a manufacturer's product delivery history warrants, WestCon Medical will make the unilateral decision to hold an additional month or more of inventory in order to protect our customers.

Customer's receiving custom made products made specifically for their facility can sign a one page stocking agreement guaranteeing that WestCon Medical will hold a 60-90 day supply in our warehouse and replenish that stock on a FIFO basis as the customer runs through their inventory. Cautious customers may make the same agreement for common stock which is held separate from standard inventory and marked only for their use.

WestCon Medical tracks all expiration dates on stock to insure that our customer's never receive "short dated" product without prior consent.

Sales returns are available, upon approval, for any "non-custom" products as long as the carton is not damaged, missing goods and in good saleable condition.

Customer pricing can be protected by agreement for periods up to 3 years, depending on the manufacturer.

WestCon Medical's field salespersons are all available on a daily basis via cell phone and email to discuss customer issues in the field, schedule inservicing, documentation, value analysis and provide answers customer questions. Each salesperson has personal account responsibility so that our customer always knows who to contact for assistance.