I.V. House, Inc.

Orders and Customer Service

Our Mission

Delivering on the promise of improved patient safety and increased nurse efficiency

Orders

The minimum order for any product is one (1) box. Orders ship from St. Louis, Missouri within 2 business days of receipt of a Purchase Order (PO). Large initial stocking orders or orders that exceed typical quantities may require additional lead time for processing and shipment. Same-day shipping cutoff is 12 p.m. Central Time (Monday through Thursday). Orders may be placed via phone, fax, email, or EDI. All POs must include ship-to and bill-to addresses. Please include the Accounts Payable email address for invoicing purposes, if available.

Shipping

- Customer is responsible for shipping charges. All shipments are pre-paid and add, unless a 3rd party carrier is specified on the Purchase Order.
- Drop Shipments are available at the request of the customer via Distributor Drop Shipment; fees are the responsibility of the customer.
- Expedited shipping charges will be applied to rush/overnight orders.
- AK and HI shipping fees apply.
- Freight Terms for all International Shipments are FOB St. Louis.

Payment Terms

All orders will be billed at current prices at the time of shipment. Terms are net 30 days for domestic accounts. All prices are in US dollars. Prices are subject to change without prior notice. Outside of the United States and Canada, terms are 100% prepayment by wire transfer. Seriously delinquent accounts are subject to credit hold.

Credit Card Processing Fee

Invoices paid by credit card will be subject to a 3% credit card processing fee. ACH and check payments will not incur any additional fees.

Return Policy

We do not accept opened merchandise for return. All unopened merchandise sold and shipped by I.V. House, Inc. may be returned within 60 days of receipt, unless otherwise noted. Merchandise returned before 30 days will be charged a 20% restocking fee; merchandise returned between 30-60 days will be charged a 30% restocking fee. Merchandise will not be accepted as a return after 60 days. Customer will be responsible for the freight cost to return product to I.V. House, Inc. Please contact Customer Service for additional details.

Recall Policy

Affected customers will be notified immediately if a voluntary or mandatory recall occurs on any item(s) they are utilizing.

Expiration

I.V. House's products do not require a listing of expiry date or shelf-life information. The products are Class I, non-sterile medical devices, and as such are exempt from Food, Drug, and Cosmetic Act Section 510(k) pursuant to 21 C.F.R. 862-892.

Contact Information

I.V. House, Inc.
2072 Concourse Dr.
St. Louis, MO 63146 USA
Phone: 314-453-9200
Toll free: 800-530-0400
Fax: 314-453-9576
Orders: orders@ivhouse.com
Customer Service: ivinfo@ivhouse.com

Customer Service Hours

Monday–Friday
8:00 am to 4:00 pm

CE

Wellkang, Authorized Representative
Wellkang Enterprise Hub,
NW Business Complex, 1 Beraghmore Rd,
Derry, BT48 8SE, Northern Ireland