



Customs Frequently Asked Questions

How long will it take to receive my order?

Since custom orders are not stock items and are made-to-order, it may take up to 4-5 weeks to create the product and ship it out.

How do I place an order?

*Fax back a **SIGNED** copy of the written quote along with an official Purchase Order to 888-352-8391.*

What are the different types of foam options?

The different types of foam options are polyfoam, high density polyfoam, t-foam, advanced t-foam, combo foam, and closed cell foam. To learn more about each type please reference the custom tablepad and stretcher pad informational sheet found on www.AliMed.com.

Are custom orders returnable?

*Custom orders are **NOT** returnable unless AliMed or a supplier of AliMed made the order incorrectly.*

I received what I ordered but I do not like the size, can I send it back to be altered?

Due to sanitary reasons and the safety of AliMed employees, once an order has been sent and is correct, it cannot be altered.

Can I reorder a custom that was purchased in the past?

All quotes expire after 60 days. After the 60 days have gone by, a new quote must be generated to place an order.

Can I change specifications of a product after I have received a quote?

You can change specifications of a product once a quote has been sent out but a new quote must be generated with the revised specifications before an order can be placed.

Are there discounts for quantity orders?

There are discounts for quantity orders starting at quantities of 2 or more.