



## 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](http://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.*