

GET TO KNOW YOUR SUPPLY CENTER: EQUIPMENT PROGRAM POLICY

As this program continues to evolve, we would like to provide the appropriate policy reminders to our customers:

- **Direct Delivery for Equipment orders are coordinated between Customer/Supplier.**
- **Products in our Equipment Portfolio are NONRETURNABLE/NO EXCHANGES.**
- **We do add a 15% cost recovery fee, which is 5% less than our cost recovery fee for consumables and other products.**
- **The ordering process for the NIHSC Equipment Program mirrors the process for submitting orders for consumables through the Supply Center. Identify the NSN for the equipment item you prefer, and submit order as you typically would!**
- **Any additional questions or concerns regarding the program, please feel free to reach out to our Customer Service at NIHSC-customerservice@od.nih.gov.**

WE appreciate your ongoing support and are excited to continue serving the NIH community!

