Statewide Term Contract
875A – Veterinary Supplies & Equipment

Legend
875 – Veterinary Supplies & Equipment

Page 1 of 3
**Mandatory Contract**

This is a mandatory Statewide Term Contract for state agencies, departments, institutions, universities and community colleges, unless exempted by North Carolina General Statute. Non-mandatory entities, including schools and local government, may use this contract if allowed by general statute.

**Delivery**

Vendors will offer the following delivery schedules after receipt of an order:

a. Routine consumables and laboratory supplies and equipment core list items will be shipped **within two (2) business days** of order receipt.

b. Non-core items and other equipment/materials will be shipped **within seven (7) business days** of order receipt.

c. Non-stock equipment will be based on the **time of order**.

Orders must be received by the Vendor by 1:00 p.m. daily. If an order is received after 1:00 p.m., shipment will occur the following business day (e.g., on day three or day eight respectively).

If item(s) cannot be shipped as required, the Vendor must notify the purchaser within 24 hours of receiving the order. The purchaser has the option to cancel the order without penalty.

Inside delivery is provided at no additional charge, but must be requested at time of order.

**Transportation Charges (FOB destination)**

The Vendor will deliver, FOB destination, as specified above after receipt of purchase order. If applicable, delivery of equipment shall not be considered to have occurred until installation has been completed.

**Installation**

All items shall be furnished, off-loaded, delivered to the room site, completely installed/set up including proper fit, and left ready for use in complete compliance with all local codes and published standards. Any item not specifically requested, but necessary for a complete installation, shall be included.

**Demonstrations & Training**

If requested, Vendors or their designees are to provide free equipment demonstrations within seven (7) calendar days of request at no additional cost. Training shall be provided upon request through coordination between the Agency and an authorized Vendor representative.

**Operator Manual**

An operator manual shall be provided to the Agency by request indicating format type. Format types are available either in hard copy, electronic, or online access.

**Return /Restocking Policy**

Merchandise returns shall be accepted from the Agency for a period of thirty (30) business days after delivery. A full credit or full refund shall be provided to the Agency, whichever an Agency requests, within thirty (30) business days on all returns of ordered products that are in original packaging and in re-sellable condition.

A restocking fee shall not be imposed on the Agency for merchandise that has been returned, unless it is a specialty item and the Agency has been notified in writing, at the time of placement of order, of the potential restocking fee.

Equipment or supplies that are unacceptable because of quality problems, duplicated shipments, outdated product, breakage, or other issues related to Vendor or product performance, shall be returned at Vendor’s expense within five (5) business days after receipt of notification from the Agency with no restocking charge.

If the original packaging cannot be utilized for the return, the Agency will be supplied with appropriate return packaging within the five (5) business day period. Postage will be paid by Vendor by issuing an appropriate label to the Agency via email and the Vendor will assume the risk of loss in transit.

The returned product shall either be replaced with acceptable equipment or supplies, or the Agency shall receive a credit or refund at the discretion of the Agency for the purchase price.
Standard stock equipment and supplies ordered in error by the Agency will be returned for credit within 15 days of receipt at the Agency’s expense. Product must be in resalable condition (original container, unused). There shall be no restocking fee if returned products are resalable. If any item is returned due to damage, incorrect product shipped, Vendor order entry error, or any other cause reasonably assumed to be the fault of the Vendor, the Vendor shall not impose a restocking fee.

<table>
<thead>
<tr>
<th><strong>Taxes</strong></th>
<th>Prices do not include North Carolina sales or use taxes.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Warranty</strong></td>
<td>Standard manufacturer’s warranty applies. Warranty begins after a successful quality acceptance inspection is conducted, if applicable.</td>
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<tr>
<td><strong>Loaded into E-Procurement</strong></td>
<td>Catalogs are loaded in <a href="#">E-Procurement</a>.</td>
</tr>
<tr>
<td><strong>E-Procurement Help Desk</strong></td>
<td>(888) 211-7440</td>
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<tr>
<td><strong>Contract Administrator</strong></td>
<td>Bahaa Jizi – 984-236-0218</td>
</tr>
<tr>
<td></td>
<td>4/9/2019: DRE Medical Group Catalogs Update</td>
</tr>
<tr>
<td></td>
<td>4/27/2020: Covetrus North America Added to Contract</td>
</tr>
<tr>
<td></td>
<td>5/4/2020: Blue Ridge X-Ray Co. Inc. Phone Number Update</td>
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<tr>
<td></td>
<td>6/24/2020 Contract Administration Changed to Bahaa Jizi</td>
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