

Dr. Jacob's[®] Quality Assurance *Starts w Jacob*



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GENERAL INFORMATION

TO OUR CUSTOMERS

We are delighted to celebrate 20 years of continuous service to the healthcare community. With your support, Jacob Laboratories has grown and changed, but has remained ever focussed on serving the needs of our customers.

We are your source for the original MSM and DMSO. Our products are processed according to the formulas and standards developed by Dr. Stanley W. Jacob, the father of MSM and DMSO. All of our products are developed from 25 years of research. They do not contain any additives, and are processed at our own facility to assure the highest quality attainable.

Our commitment to quality is our driving force. Should you have any suggestions on how we can better serve your needs, please do not hesitate to contact us. Jeff Jacob, President

PAYMENT

We accept Visa, MasterCard, American Express, and Discover cards. If paid by a credit card, the invoice is not a bill, do not send payment. If payment is by check or money order, mail to **Jacob Laboratories, PO Box 23363 Portland, OR 97281-3363**. Do not send cash or cash equivalent. Payment of all charges is due prior shipment. We reserve the right to hold orders pending credit card verification, bank clearance, or check clearance.

Prices are in US Dollars and are subject to change without notice.

WARRANTIES AND DISCLAIMERS

Jacob Laboratories warrants that its products shall conform to the description as provided by Jacob Laboratories labels and Jacob Laboratories literature. **This warranty is exclusive, and Jacob Laboratories makes no other warranty, express or implied, including any implied warranty of merchantability or fitness for any particular purpose.**

Jacob Laboratories sole and exclusive liability and Buyer's exclusive remedy for defective or nonconforming products, shall be replacement of such products without charge or refund of the purchase price, at Jacob Laboratories sole discretion, upon the return of such products in accordance with Jacob Laboratories instructions.

RETURN POLICY

Please inspect your packages immediately upon receipt and notify us promptly of any damage or discrepancies. Should an item be shipped to you incorrectly, as the result of an error on our part, we will take quick and appropriate action to correct the occurrence.

Should a problem arise with your order, please contact the Customer Service Department at (503) 636-1280 to obtain a return authorization and shipping instructions. A return authorization will ensure the proper handling of the matter and enable us to expedite a resolution. Items returned without prior authorization may not be accepted. Shipment of authorized returns should be made within 30 days of the issuance of the return authorization.

We will do our best to fulfill requests to return material. However, in order to maintain the quality of our products and continue to provide competitive prices, certain items may not be returned for credit. These items include: opened bottles, products which have passed their expiration dates, custom products or special orders and products missing labels. Returns accepted for items ordered in error may be subject to a 20% processing fee.

SHIPPING INFORMATION

We strive to ship all orders without delay and to minimize delivery costs. Transportation charges will vary with the destination, weight, size, and content of each shipment. Any shipping and handling charges quoted or invoiced include charges in addition to actual freight costs. We reserve the right to change a requested method of shipment if it does not comply with regulations or, in our judgment, will not deliver a product safely.

Backordered items are shipped and invoiced separately.

We are constantly changing to meet your needs