



**R. Weinstein Pharmaceuticals  
& Medical Products**  
 846 Pohukaina Street  
 Honolulu, HI 96813  
 Phone: (808) 591-8331  
 Fax: (808) 591-8339  
[www.rweinstein.com](http://www.rweinstein.com)



**R. Weinstein Pharmaceuticals  
& Medical Products**  
*Serving Hawaii's Health Care Professionals Since 1984*

**It's a Pleasure Serving You!**



**President:** Richard Weinstein  
**Vice President:** Judy Weinstein



**Customer Service Representatives**



**Warehouse Staff**



**Controller:** Jeff Weinstein



**Sales Representatives**



## How May I Help You?

### Business Hours

Normal business hours for Customer Service  
**7:00 a.m. to 3:00 p.m. • Monday - Friday**



### Placing Orders

Orders may be placed during normal business hours by **phone**, by **fax**, or **online**. Please note online ordering is only available at this time for customers with a custom order

form based on actual purchase history. Please contact Customer Service or your Sales Representative for further assistance with online ordering.

### Product Inventory

A comprehensive inventory of pharmaceuticals, vaccines, medical equipment, medical supplies and point-of-care testing equipment and supplies locally maintained in 10,000 square feet of warehouse and office space in Honolulu. Products requiring special storage are kept under refrigeration with security and alarm sensors that monitor the temperature according to manufacturer guidelines 24/7. Products with expiration dates are also carefully monitored to ensure the best possible dating. A medical equipment showroom is available for customers by appointment for on-site demonstrations.

*Place your order today!*



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### Delivery Service

Most **Oahu** customers will receive in-stock products within 24 hours by local truck when orders are placed during normal business hours.

**North Shore Oahu, Leeward Coast Oahu** and **Neighbor Island** customers will receive in-stock products within 48 hours by United Parcel Service when orders are placed during normal business hours. **Bulky items** will be shipped by Parcel Post and delivery time is about two weeks.

Oahu \_\_\_\_\_ 24 hours  
North Shore, Leeward Coast,  
Neighbor Island \_\_\_\_\_ 48 hours

### Delivery Charges

Orders greater than \$150.00 will receive **free delivery** for all in-stock products. Orders less than \$150.00 will have actual freight charges added to the invoice. Equipment and heavy/bulk items may be subject to additional freight and delivery charges.

### Order Fill Rates

Inventory Control is carefully managed based on normal customer utilization and ordering patterns. On occasion, back orders may occur when a product normally stocked is temporarily delayed or unavailable from the manufacturer or when order quantities exceeding normal usage occur and replenishment of inventory is en route to our warehouse.

### Special Orders

Non-stock products may be special ordered and such orders cannot be returned or cancelled. Shipping charges will be added to your invoice.

### Pricing

Careful market research to identify and locate competitively priced, high quality products is an ongoing process. If a product does not meet your satisfaction we will make every effort to resolve your concerns. We are a member of the **StarLine Dealers Association**, part of an independent distributor buying **StarLine** group with over 200 members throughout the United States and Canada, which negotiates contracts for its members who in turn pass on the cost savings to its customers. As of **October 1, 2005** we are also an authorized distributor to **Amerinet** member facilities in Hawaii.

### Payment Terms

Credit is provided to customers on the basis of satisfactory payment history. Normal payment terms are Net 30 days from the date of invoice. Credit card payments using VISA or MasterCard are also accepted. Late charges up to 1.5% per month will be applied to invoices remaining outstanding after 45 days. Credit may be suspended should invoices exceed 60 days and subsequent invoice are to paid on a C.O.D. basis.



### Invoice and Order Accuracy

We provide a double check system for processing, pulling, checking and packing orders in an effort to eliminate errors and save you time and money. Each order is handled with care and pride.

### Manufacturer Warranties

Products are sold with full and complete manufacturer warranties. Contact us to help you with your questions about any product that was purchased from us.

### Customer Commitment

We continually strive to provide the highest quality service. Our customer service and sales representatives receive ongoing product training and can assist you with OSHA, CLIA and other important educational programs. Our carefully selected manufacturer partners offer additional product support with in-service training where necessary. Our office phones are answered locally in Honolulu by a person who is ready and able to help you. We do not use voice mail in our office. Our sales representatives do offer voice mail service should you wish to leave a message after normal customer service business hours. Your request will be promptly acted upon the following business day. **Thank you for the opportunity to be of service and as always "It's a pleasure serving you" as we enter our third decade of service to Hawaii's Health Care Professionals.**

**"It's a pleasure serving you"**

