



Ordering Information

Orders can be placed 24 hours a day through orders@blythemedical.com or the phone message system.

Customer Service Hours:

8:00 a.m. – 6:00 p.m. (EST) 706-654-3209

Monday – Friday, Excluding Holidays

Payment Terms: Net Payable by Credit Card

Shipping: FOB Atlanta, Georgia

Insurance and shipping charges are added to the invoice.

Return Goods Policy

Unopened items returned for credit must be accompanied by an RGA (Return Goods Authorization) number, the reason for return and be in sellable condition. Product must be returned within 30 days of purchase. Credit can **only** be issued if product was stored using product storage guidelines.

Upon receipt and acceptance of an RGA Form a return label will be issued from Blythe Medical with instructions for arranging a product pickup. **Product may only be returned by FedEx.**

Opened products will not be accepted for return.

Shipping Policy

Shipping charges do apply. FedEx 2 day (preferred) \$25.00-\$30.00 depending on location

FedEx Priority or Standard Overnight \$35.00-\$50.00 depending on location

FedEx First overnight by 8:00am \$85.00-\$120.00 if available

Preferred shipping is FedEx 2nd Day a.m. Delivery. Other choices via FedEx are First Overnight (8:00 a.m.) Priority Overnight or Standard Overnight. Shipping costs will be added when order is placed. Orders received before 3:00 p.m. Monday through Wednesday will ship the same day.

AcellFX™ is room temperature stable to 119 °F. **Tissue is not shipped over the weekends. We do not ship 2nd day delivery on Thursday or Friday due to potentially unregulated climate in holding environments. Orders placed on those days will be held for shipment until Monday, unless overnight delivery is requested (Thursday or Friday only).**



448 Deer Creek Trail, Hoschton, GA 30548 | Phone: 706.654.3209