

Thank you for ordering PPE through the collaboration between Project N95 and your specialty society. We're grateful for your service in these challenging times and pleased to provide you access to these PPE products during your time of need.

### **Anticipated Shipping Dates**

Face shields: 9/28/2020

Isolation gowns: 9/28/2020

N95 Respirators, Size M/L: 9/28/2020

N95 Respirators, Size S: 10/9/2020

Please note that gowns, face shields, and respirators ship separately. If you placed multiple orders, each order will ship separately.

### **Shipping Information**

UPS will email you with tracking information for each individual shipment as it departs the warehouse. Orders are shipped via UPS Ground. Expect to receive your order within 5-7 business days from the shipping date. Orders to Hawaii, Alaska, and Puerto Rico may require extended time for shipping and arrival. UPS is making every effort to adhere to normal shipping standards, but due to unprecedented shipping demand related to COVID-19, weather and natural disasters, shipping timelines may vary.

### **Return/Exchange Policy**

PPE orders cannot be returned in part or full (excluding exceptions below). Because Project N95 does not maintain inventories of these products, we cannot make exchanges for size or fit. See complete terms and conditions here: <https://www.projectn95.org/market-terms>.

### **Damaged or Defective Items**

Damaged or defective items may be refunded or replaced. Refund requests for damaged or defective items must be received within 5 business days of order receipt. There are no refunds or replacements for used products.

### **Customer Support**

If you have any questions not addressed here, you may contact the Project N95 Support Team via email at [societies@projectN95.org](mailto:societies@projectN95.org).

For best support, please have the following information ready:

Name of person who placed the order

Contact person name

Contact person phone number

Details of your question or issue

Shipping address

Order number (if available)

Tracking number (if available)

We're thankful for the opportunity to support you through this collaboration with your specialty society and appreciate your trust and patience as we fulfill your PPE needs.