

2024 Alpha Omega Purchase Program Guidelines

1. **Pricing includes the cost of shipping and is shown both pre-tax and with 13% HST on applicable items. When doing comparison shopping be sure to check if shipping is included.**
2. **Due to the outstanding prices our Suppliers are offering, products are not returnable or exchangeable through the purchase program.** Contact the supplier for help if you require additional product information. The supplier for each product and their contact information can be found by clicking the information icon to the left of every product listed. On the downloadable form, the supplier number is listed on the right side of each product. A list of all suppliers' contact information is included on a separate page in the package.
3. The Purchase Order System opens **Wednesday March 13, 2024** and closes **Wednesday, April 3, 2024**. Deliveries will start at the beginning of April and should be finished by mid-May. Please understand that product availability may constrain some deliveries. When you receive a delivery, check off all items delivered against the report for that supplier available for print online. If there is a mistake, contact the supplier immediately.
4. Expiry date information has been added to product information when available from our suppliers. All composites and products sensitive to expiry are supported by Canadian Manufacturers. Local anaesthetics may have a limited shelf life. Check product expiry dates and report any stale dated items immediately.
5. Toys: While every effort is made to deliver exactly what is described, because our supplier attempts to keep pricing very low to meet our members' needs, sometimes products shipped differ slightly from what is expected. We appreciate your understanding.
6. Packing slips and/or documentation included with equipment purchases may include product installation guides and other instructions. Please do not dispose of any slips without first reviewing all documentation.
7. No loaner equipment is available through the dental companies in the event of backorders or repairs. Equipment warranty will be honoured through the Manufacturer only. The dental supply company will not act as a go between on your behalf because of the discounted prices they have provided.
8. When ordering IMPRINTED TOOTHBRUSHES, please make sure you fill out the appropriate form and submit a high-quality digital scan to email to: purchaseprogram@aotoronto.org identifying your office/Doctor's name in the subject line.
9. If paying by cheque, please print a copy of the remittance voucher and enclose it in the envelope with your cheque. Make cheque payable to: **Alpha Omega Purchase Program** and postmarked by **April 5, 2024** to:

**Alpha Omega Purchase Program
37 Southbourne Avenue, 2nd floor
Toronto ON M3H 1A4**
10. Due to the high cost of shipping long distances, we are unable to offer practices outside Ontario the following products: Distilled Water, Chemicals, Alcohol, Infection Control Products, Toys and some Home Products. If your practice is outside Ontario, some products will not appear on the system for purchase.
11. If you are from outside Ontario, and feel that you are entitled to a tax refund, you are on your own to obtain it. All we can do is provide you with a total of HST paid.

Members wishing to fill out and submit a paper copy of the purchase program order may login online to download and print the purchase program package along with instructions and imprint forms. Please note that there will be a \$25.00 service charge for paper orders.

Members wishing to split an order between multiple offices may do so by contacting us to setup an additional login for each additional office. There will be a \$25.00 service charge for each additional office.

If you have any other questions or concerns, please contact us at purchaseprogram@aotoronto.org.