***FREQUENTLY ASKED QUESTIONS:***

**General Questions:**

**Q: What services can Hendrick’s provide?**

A: We have a range of services that we provide:

* We have a wide range of repairs for most surgical instruments (sharpening, aligning, polishing, etc)
* We can modify instruments to match our clients’ needs
* We can make & manufacture custom made instruments
* We sell new instruments
* We can colour code and powder coat instruments (our colours are on the website under services)
* We can etch and laser mark instruments as per you request

**Q: Do we repair & manufacture in house?**

A: All our repairs and manufacturing are done in house at our factory in Ringwood, Victoria.

**Q: How long will it take to get my repairs done?**

A: We strive to work on an approximate 14 day turn around from the date that we receive your repairs. Due to Public Holidays and extenuating circumstances, repairs might take a little bit longer. If you need urgent repairs done, please contact us to discuss and we will sort something out for you.

**Q: What is the quality of your instruments and parts like?**

A: Our aim is to provide you with the highest quality of stainless-steel instruments. We order all our instruments and parts in from our trusted suppliers in Germany & America.

**Q: Can I cancel or return my order?**

A: Once an order is placed, we only accept cancellations within a week of placing the order. We do not accept returns or cancellations after this period unless the item is deemed to be faulty upon our inspection. As per our rights under consumer law, we do not accept returns or refunds for change of mind.

**UST Questions:**

**Q: What is a UST (Ultrasonitest Kit):**

A: A UST comprises of an aluminum disc with a special coating, a special pencil, a clip it and a yellow pamphlet with instructions on how to use the disc and a table to fill out your uses of the disc. The UST is used to check if your ultrasonic cleaner is working correctly.

**Q: How many times can I use the disc?**

A: The disc can be used effectively for 60 uses. If the table in your pamphlet is full, you need to order a new test kit.

**Q: Do I need to draw a specific picture on the disc?**

A: You can draw any picture, line or scribble on the disc. Make sure you use the pencil provided in the kit.

**Q: Does the cleaner need to be turned on for the disc to work?**

A: Yes, the cleaner needs to be turned on. Make sure the cleaner has water filled up to the recommended level. Make sure the disc with the drawing is in the cleaner before you turn it on.

**Q: How long will it take for me to get my order?**

A: Please keep in mind that we make each individual disc by hand. If we have any UST’s in stock, we will send them right away. Please check our home page in relation to the estimated delivery time for the UST-2000.

**Quiver Questions:**

**Q: What sizes do quivers come in?**

A: Our standard lengths of quivers are 20cm, 30cm &38cm. We can also make custom length quivers to any size that you need. Please contact us with what length you need.

**Q: Do I need to order a quiver cap separately from the quiver?**

A: No. All of our quivers come with a cap on them. You can still order quiver caps separately if you need spare caps.

**Sales Questions:**

**Q: What instruments or items can I buy?**

A: We have a very wide range of instruments that can be purchased from us. Please see our REDA catalogues under the Products Section on the website. We also have a range of cardiac retractor sets and spare parts from Genesee Biomedical. These are high quality instruments from America. We also sell other products such as monopolar and bipolar leads & forceps, instrument spray, ankeney retractor springs and much more. If you are looking for something that is not listed here, please contact us and we will be more than happy to help.

**Q: What information do I need for to order something?**

A: We need to know what instrument you are looking for, an approximate size for the instrument and whether you would like the instrument modified. These details are extremely important when speaking to us. We are more than happy to look up codes and pricing for you.

**Q: Can I return items that I have purchased?**

A: We CANNOT accept returns on items that have been ordered in especially for you. As we have advised above, giving us all the information on what you might need will reduce the risk receiving the wrong item. Please contact us if any issues arise.