How it works

Place an order for ANY product from ANY vendor via our online Order Form

EMPIRE ORDERING GUIDE

You do it

We do it for you

OPEN ORDER FORM

PLACE ORDER
Enter information in Order Form.
Order as many or as few products as you wish.

REVIEW ORDER
Ensure information is complete and accurate.
Check for less expensive comprable product.
Source product from cheapest vendor including freight costs.

SUBMIT TO VENDOR
Place order with appropriate vendor.
Bundle orders together to save on shipping costs.

CONTACT US ABOUT:
- RESEARCH REQUESTS
- WARRANTY INFORMATION
- ORDER STATUS
- PRICE QUOTES
- RETURN QUESTIONS
- JUST TO SAY “HI”

REORDER
Quickly reorder a previously ordered product.

CHECK IN ITEMS
Check in items that you have received.
Enter serial number.
Assign a patient name to a product if you have not already done so.

ORDER HISTORY
All relevant order information is populated into your Order History.
Every order placed with us is saved in your Order History.

PING-PONG BREAK

WE MAKE THE RETURNS PROCESS SUPER SIMPLE

1. **ORDER HISTORY**
   Find the items in your Order History.
2. **REQUEST RETURN**
   Click “Request Return.”
3. **REASON FOR RETURN**
   Enter reason for the return.
4. **RETURN NUMBER**
   We obtain an Return Authorization and create a shipping label to return the product.
5. **RECEIVE CREDIT**
   We receive credit from Vendor and subsequently issue you credit.
6. **CHANGE STATUS**
   The status of the order is changed to Credited.