# 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*

**SEARCH PRODUCT DATABASE**

**PLACE ORDER**

Enter information in order form.

Order as many or as few prodcuts 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 shippping 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 ITEMS IN**

Check items in that you have received.

Enter serial numbers

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
2. REQUEST RETURN
3. REASON FOR RETURN
4. RETURN NUMBER
5. RECEIVE CREDIT
6. CHANGE STATUS