



## DePuy Synthes – FAQs

### How do I submit a quote request?

- Please submit quote requests by email to [depuysynthes@surgicalinstruments.com](mailto:depuysynthes@surgicalinstruments.com).  
(To ensure the fastest response, *do not use* our general email, the web chat service, or our online quote request system)
- If needed, please call 1-888-935-3535 to speak with us directly.

### What information should I provide when requesting a quote?

- Your Name
- Your Phone Number
- Customer Name
- Customer Zip Code
- Customer Contact
- Customer Contact Email
- Customer Contact Phone Number
- Urgency of the Request (date customer needs product by)
- Item(s) you need a quote on
- Quantity you require
- If the part number is not available, please fill in the DePuySynthes Quote Request Form with as much information as possible.

### How long does it typically take to receive a quote?

Most quotes will be received the same day. Larger quotes may take up to 72 business hours.

### If I have questions and need support, who should I contact?

Contact us by phone at 1-888-935-3535 for customer support.

### How do I identify instruments to include in my quote request?

View the Craniomaxillofacial Surgical Instruments Catalog or visit the online portal at [surgicalinstruments.com/depuysynthes](http://surgicalinstruments.com/depuysynthes). You can also search our website for additional products.



**What if my customer gives me a product code from another company? Do you have the ability to cross reference and locate that instrument?**

Yes, we have an extensive cross reference capability. Simply provide any catalog number from any company and we will cross reference that item.

**What if the product my customer needs does not have visible or readable product code?**

Provide us with as much information as you can, including photographs of the instrument to be replaced, if possible.

**How do I set up a new customer with Millennium Surgical? What information do you require?**

See the bulleted list above for client information to include with your quote request. For orders valued at more than \$3,000, a credit application may be required. Contact Millennium Surgical to determine if the facility has an existing account.

**How long does it take for an instrument to ship?**

Most orders ship between two (2) & ten (10) business days.

**Warranties and Return Policy. Are instruments backed by a warranty and do you accept returns?**

We offer a Surgeon Satisfaction Guarantee! Evaluate our instruments in surgery for 30 days, risk free. We have full confidence that your surgeon will be satisfied with the quality of our instruments. In fact, we will only provide a quote if we can supply an instrument that matches or exceeds the quality, style, design, and performance of the instrument used as a reference.

**How does my customer return a product? Where does it need to be shipped and what information is required to accompany the shipment?**

Customer returns are covered by the Millennium Surgical return policy. To return a product, please call 1-888-935-3535. Provide the invoice number, product number, and the reason for the return. Millennium Surgical will issue an RA# and a Certificate of Sterilization. Both must be included with the return shipment.

Please send returns to:  
Millennium Surgical Returns  
626 Cooper Court  
Schaumburg, IL 60173