



## Frequently Asked Questions

**1. How does your service work?**

After a brief conversation with the person responsible for first aid and safety, we determine your needs, get you set up and visit at whatever frequency is appropriate for you.

**2. Why shouldn't I just do first aid and safety myself?**

First aid and safety is all that we do! Many of our customer contacts are assigned this important task as an additional duty that isn't their core responsibility. We will ensure you have what you need, when you need it. Our subject-matter-experts will get you into the right gear. You'll never have to worry about expired products in your cabinet.

**3. Do I have to sign a contract to buy from you?**

No! We don't require contracts. We feel we need to continue to earn your business and there is no obligation to continue the service if you are not finding the value.

**4. Do you charge a service fee?**

We do not charge a fee on top of the cost for each item. Some of our items may appear to cost more than an online retailer but by the time you pay someone to shop around for the correct items and add shipping, you will see that our items are priced fairly.

**5. Can we customize our cabinet?**

Yes! We have special fills for restaurants and other specialized locations. If you want a specific fill (such as first aid only) we can do that too.

**6. How do you determine what goes into a cabinet?**

We follow ANSI standards plus add comfort items that keep your team productive and on the job. ANSI stands for the American National Standards Institute and is what OSHA mandates.

**7. Where's your office? Are you retail?**

We are on-site and will come to you with fully stocked vans. However, you are welcome to visit our warehouse and office. We are located at 3409 West Main Street in Rapid City.

**8. Is the cabinet ours forever?**

Yes! When you buy a cabinet from us, it's yours regardless of how long you continue the service.

**9: What are your payment terms?**

We accept checks, ACH and credit cards. In most cases we offer 30-day terms. You will be invoiced on-the-spot via email and can click to pay online.

**10. What other services do you offer?**

We can do a complimentary safety walk-through. We also offer AED/CPR and first aid courses and eye wash station service.