

## FREQUENTLY ASKED QUESTIONS

### Merit Acquisition of AngioDynamics Dialysis Products

- 1. When did Merit officially acquire the AngioDynamics Dialysis Catheter portfolio?** June 8th, 2023
- 2. How does this business change impact order processing?**  
Purchase order for the dialysis catheter portfolio should be placed directly with Merit Customer Service.  
  
+1 800-356-3748  
orders@merit.com
- 3. Is this a global change?**  
Yes, this transition to Merit Medical is for the U.S. and International markets.
- 4. Where can I find a list of “impacted” products?**  
Please see the attached PDF document that depicts the complete listing of products.
- 5. If I have a backorder with AngioDynamics, what are the steps I need to take?**  
AngioDynamics will be cancelling any unfilled order. Please place an order directly with Merit Medical.
- 6. Who do I contact when I have a product complaint?**  
All complaints should be reported directly to Merit Medical Customer Service.
- 7. Who do I contact when I need to process a return?**  
AngioDynamics will accept returned Products within thirty (30) days of purchase from AngioDynamics. All returns must be authorized by Customer Service, as each return will have a unique Return Authorization Number issued.  
For return requests for product purchased from Merit Medical, the return needs to be transacted with Merit Medical.
- 8. Will my pricing remain the same or change?**  
Merit Medical will honor your current pricing.
- 9. Will the part number be changing?**  
No change to part catalog numbers.
- 10. Will there be any delays in my order processing that we need to plan for?**  
No, Merit Medical is available for your immediate needs.
- 11. Who is my Merit Medical Sales Representative and how do I contact them?**  
Please contact Merit Medical Customer Service for direct assistance.