



Empowering physicians  
managing chronic and  
post-operative pain

## Department of Veterans Affairs

Federal Supply Service

### Authorized Federal Supply Schedule Price List

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu-driven database system. The INTERNET address for GSA Advantage is: [GSAAdvantage.gov](http://GSAAdvantage.gov).

Medical Equipment and Supplies

FSC Group 65, Part II, Section A

NAICS: 334510I FSC Class: 6515

Contract Administration Source: VA Federal Supply Schedule

### A-72 Stimulators, Muscle, Nerve and Pain Control

Contract Number: 36F79720D0117

Contract Period: October 1, 2020 –September 30, 2025

For more information on ordering Federal Supply Schedules click on the FSS Schedules button at [fss.gsa.gov](http://fss.gsa.gov).

Avazzia, Inc.

13140 Coit Road, Suite 515

Dallas, TX 75240

Phone: 214-575-2820

Toll free: 1-855-AVAZZIA or 1-855-282-9942

Fax: 214-575-2824

Web: <http://www.avazzia.com/>

Email: [customersupport@avazzia.com](mailto:customersupport@avazzia.com)

TIN: 20-1159110

CAGE: 51QL0

DUNS: 603638607

Business Size: Small

# Customer Information

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- 1a. Table of awarded special item number(s) with appropriate cross reference to item descriptions and awarded price(s): See table of award for SIN A-72 on page 7.
- 1b. Lowest priced model number: See lowest priced item (AA-CP-2X2) for \$18.64 on page 7.
  2. Maximum order: \$50,000.00
  3. Minimum order: No minimum order.
  4. Geographic coverage (delivery area): Delivery to all 50 states, District of Columbia and Puerto Rico.
  5. Point(s) of production (city, county, and State or foreign country): Dallas, Dallas County, Texas
  6. Prices: Shown herein are Net, discount deducted.
  7. Quantity discounts: For the same item, 5 or more devices and/or kits, an additional 5% discount off invoice price. Products cannot be combined. See page 7 for pricing table.
  8. Prompt payment terms: 1% 20, Net 30 days. Credit card purchases excluded.
- 9a. Government purchase cards are accepted up to the micro-purchase threshold with no additional discount.
- 9b. Government purchase cards are accepted above the micro-purchase threshold with no additional discount.
10. Foreign items: Not applicable.
- 11a. Time of delivery: 5 business days after receipt of order (ARO).
- 11b. Expedited Delivery: 2 business days ARO. Government customers pay the difference between standard and expedited shipping charges.
- 11c. Overnight and 2-day delivery: Agencies can contact Avazzia to evaluate a faster delivery. Customers are encouraged to contact Avazzia for the purpose of requesting accelerated delivery.
- 11d. Urgent Requirements: Agencies can contact Avazzia to evaluate a faster delivery. Customers are encouraged to contact Avazzia for the purpose of requesting accelerated delivery.
12. F.O.B points: Destination 48 States, the District of Columbia, and point of exportation (POE) to Alaska, Hawaii and Puerto Rico.
- 13a. Ordering address: Avazzia, Inc., 13140 Coit Road, Suite 515, Dallas, Texas 75240
- 13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) and a sample BPA can be found at the GSA/FSS Schedule homepage ([fss.gsa.gov/schedules](https://fss.gsa.gov/schedules)).
14. Payment address: Avazzia, Inc., 13140 Coit Road, Suite 515, Dallas, Texas 75240

15. Warranty and Return Goods Policy:

Government Clauses 52.212-4(o)(p)

Warranty

Avazzia, Inc. warrants and implies that new items delivered will be free from defects in material and workmanship for a period of two years from date of delivery. Avazzia, Inc. will replace or repair at its option all products that are defective within the period with cost of replacement including shipping charges, to be borne by Avazzia, Inc. Under no circumstances will any products or equipment covered by this guarantee be returned without (a) advance written notice to Avazzia, Inc. or (b) obtaining shipping instructions from Avazzia, Inc.

Government Limitation of Liability

The Contractor will not be liable to the Government in a breach of warranty action for consequential damages resulting from any defect or deficiencies in accepted items. In the event that the terms of the contractor's standard commercial warranty/limitation of liability clause(s) place greater limits on the contractor's liability than do the terms contained in this clause, the terms of this warranty policy will govern the contract.

SUPPLEMENTAL to Government Clauses 52.212-4(o)(p)

Return Policy on Page 4 –Attachment A

Warranty Policy on Page 5 –Attachment B

16. Export packing charges: Not applicable.

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro purchase level): See 9b. No additional terms.

18. Terms and conditions of rental, maintenance, and repair:

Rental: Not applicable.

Maintenance: Refer to owner's manual for end user general routine device cleaning and maintenance.

Repair: See Page 4 –Attachment A

19. Terms and conditions of installation: Not applicable.

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices: Not applicable.

20a. Terms and conditions for any other services: Initial one-hour training to healthcare facility/technician is provided by sales representative, as requested. User guides and video module weblinks are provided with equipment.

21. List of service and distribution points: Not applicable.

22. List of participating dealers: Not applicable.

23. Preventive maintenance: Refer to owner's manual for end user general routine device cleaning and maintenance.

24a. Special attributes such as environmental attributes: Refer to owner's manual for proper final disposal.

24b. Section for 508 compliance: Not applicable.

25. Data Universal Number System (DUNS) number: 603638607

26. Notification regarding registration in System for Award Management (SAM) database: Registered and current. CAGE Code 51QL0.

# Attachment A: Returns

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## Refunds and Exchanges

Merchandise purchased directly from Avazzia may be returned for credit or exchange within thirty (30) days of purchase, subject to a ten percent (10%) restocking fee. Allow fourteen (14) days after the merchandise is received at Avazzia for processing a refund.

Merchandise purchased from an authorized distributor or reseller needs to be returned to that distributor or reseller for a refund or exchange.

Merchandise must be returned in the original or shipping-safe packaging.

Lead wires, consumable items such as self-adhesive conductive electrode pads, and conductive garments and wraps are non-refundable, non-returnable items.

The customer is responsible for shipping charges.

Retail, commercial and government customers must request a Return Material Authorization (RMA) within 10 days of receiving order for a full refund of the purchase price less restocking fee of 10%.

## Repairs

Check with your sales representative or distributor to diagnose and confirm the issue. Sometimes, it is quite possible to remedy the issue without having to send it in for service by troubleshooting in person or over the phone with your representative or distributor. Many unnecessary returns can be prevented by taking the time to confirm the issue before sending your device in for service.

Repairs may take up to three (3) weeks to perform. However, most repairs are completed within five (5) business days after receiving the device.

Repaired devices are automatically updated to the latest hardware and software configuration. All repaired devices are tested to assure proper functionality and performance.

Devices may be repaired using new and reprocessed components.

In the event that a device is damaged beyond repair, a new device may be purchased at a discounted price with trade-in of the old device. Contact Avazzia for additional information.

For devices that are out of warranty, a cost estimation of repair will be issued upon request. If you do not wish to accept the cost for repair, a diagnosis fee may apply.

Service repairs are returned with limited thirty (30) day warranty against defect of material or workmanship of the service provided.

Customer is responsible for all shipping charges.

## Instructions for Returning Merchandise

Avazzia products are manufactured under stringent quality control in compliance with international quality standards and established safety guidelines. In the event that a product needs to be returned for service, follow the instructions on the next page.

## Instructions for Returning Merchandise (continued)

1. Complete and submit a Service Request using this [“Service Request”](#) form.

It includes the following information with the returned Avazzi device:

- Your name
  - Your address
  - Return ship-to address, if different (P.O. boxes are not allowed)
  - Daytime phone number
  - Email address
  - Location of purchase
  - Device type and serial number
  - Date of purchase
  - Reason for return (provide as many details as possible)
2. Remove batteries from the device and pack the device in a sturdy box with sufficient packing material to prevent damage during shipment. Include the batteries with the returned device, but not installed in the device.
  3. Where to ship:
    - Merchandise purchased from an authorized distributor or reseller may be returned to that distributor or reseller for warranty support or service or may be returned directly to Avazzia.
    - Avazzi purchases made outside of the United States should be returned to the authorized distributor or reseller for warranty support.
    - If shipping directly to Avazzia, clearly address package to:  
Avazzia – Service  
13140 Coit Road, Suite 515  
Dallas, TX 75240
  4. Avazzi recommends shipping via trackable shipping service such as UPS or FedEx. Both shipping services have daily service to Avazzi offices and provide package tracking. Note that shipments made via USPS are delivered to a general mail station, not to Avazzi offices. If using USPS, Avazzia suggests using a shipping method that requires a signature upon delivery.
  5. Do not ship package(s) with collect shipping charges. Avazzi cannot accept returns unless shipping is paid in advance.
  6. Shipments should be insured. Avazzi is not responsible for shipping damages.
  7. For international shipments, all duties, taxes, and fees must be prepaid. Avazzi cannot accept charges.
  8. Clearly mark the shipment as a RETURN FOR SERVICE TO MANUFACTURER or RETURN TO MANUFACTURER FOR CREDIT.

Avazzi purchases made outside of the United States should be returned to the authorized distributor or reseller for warranty support. Avazzi purchases made through an authorized distributor or reseller may be returned to that distributor or reseller for warranty support.

### Additional Return Information

For questions, call 214-575-2820 or [click here to contact us](#).

Minimum Service Fee for non-warranty service is \$195.00 for BEST-RSI devices and \$300.00 for PRO-SPORT devices. If service requires additional cost, we will contact you. Service fee does not include shipping and handling. [Click here](#) for more information.

# Attachment B: Warranty

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## 2-Year Warranty

AvazziaBEST devices are now sold with a limited two (2) year warranty against defect of material or workmanship as of December 2019, and is automatically effective and applies to any previously purchased Avazzi devices from any authorized distributor, representative, or online store of Avazzi devices.

Avazzia's liability is limited to replacement or repair of product only, at manufacturer's discretion. Warranty term is two years from the date of purchase.

Lead wires, and personal items such as self-adhesive conductive electrode pads, conductive garments, and conductive wraps are non-refundable, non-returnable items.

**IMPORTANT:** For any repair that is outside of the warranty (by time or by scope, or due to damage), a cost estimation of repair will be issued. If you do not wish to accept the cost for repair, an inspection fee may apply.

The warranty becomes invalid when:

- more than two (2) years have passed since purchase;
- the device was damaged or broken due to abuse, misuse or improper use;
- the device was used with low batteries;
- the device was opened or adulterated;
- the device was improperly stored; or
- there is water or chemical damage.

Extend your warranty another year by registering your device.

[Click here to register. Register your device and extend device warranty.](#)

[Free Online Device Instructional Videos.](#)

[Service Request for Avazzia Devices.](#)

# Attachment C: Authorized Federal Supply Schedule Price List

Avazzia, Inc.  
 Contract No. 36F79720D0117  
 SIN A-72  
 Unit of Measure: EA

Product	Description	1	5+
 <p>Product #: A4-RS</p>	<p>BEST-RSI™ Device Only -Advanced Microcurrent Neurostimulator for long lasting pain relief</p> <p>Comes complete with one BEST-RSI™ Device, two AA batteries, one Owner's Manual</p> <p>Device has four preset modes of operation: Relax, Deep Stimulate, RSI mode (strongest output), Acute</p>	\$1,139.45	\$1,082.47
 <p>Product #: A4-RS-K</p>	<p>BEST-RSI™ Device Convenience Kit -Advanced Microcurrent Neurostimulator for long lasting pain relief</p> <p>Comes complete with one BEST-RSI™ Device, one small zipper pouch, one red-black pad lead wire, one packet of 2x2 self-adhesive conductive electrode pads, two AA batteries, one Owner's Manual</p> <p>Device has four preset modes of operation: Relax, Deep Stimulate, RSI mode (strongest output), Acute</p>	\$1,166.60	\$1,108.27
 <p>Product #: A4-RS-K-Y</p>	<p>BEST-RSI™ Device Convenience Kit with Y Electrode - Advanced Microcurrent Neurostimulator for long lasting pain relief</p> <p>Comes complete with one BEST-RSI™ Device, one medium zipper carry case, one red-black pad lead wire, one accessory lead wire, one packet of 2x2 self-adhesive conductive electrode pads, one Y Electrode with 8-inch handle, two AA batteries, one Owner's Manual</p> <p>Device has four preset modes of operation: Relax, Deep Stimulate, RSI mode (strongest output), Acute</p>	\$1,280.51	\$1,216.49
 <p>Product #: A4-UL</p>	<p>PRO-SPORT Ultra™ Device Only -Advanced Microcurrent Neurostimulator for long lasting pain relief</p> <p>Comes complete with one PRO-SPORT Ultra™ Device, two AA batteries, one Owner's Manual</p> <ul style="list-style-type: none"> <li>• 13 preset modes for use with chronic, intractable, post-surgical and post-traumatic pain</li> <li>• Digital Screen that displays Reactions Technology™ for advanced management of pain and identifying optimal areas to treat</li> <li>• User Programmable Mode where user-defined modes can be saved</li> </ul>	\$2,163.57	\$2,055.39



Product	Description	1	5+
 <p>Product #: A4-UL-K</p>	<p>PRO-SPORT Ultra™ Device Convenience Kit -Advanced Microcurrent Neurostimulator for long lasting pain relief</p> <p>Comes complete with one PRO-SPORT Ultra™ Device, one large carry case, one Y Electrode with 8-inch handle, one Pencil Electrode, one Brush Electrode, two red-black pad lead wires, two accessory lead wires, one 2x2 self-adhesive conductive electrode pads, two AA batteries, one Owner's Manual</p> <ul style="list-style-type: none"> <li>• 13 preset modes for use with chronic, intractable, post-surgical and post-traumatic pain</li> <li>• Digital Screen that displays Reactions Technology™ for advanced management of pain and identifying optimal areas to treat</li> <li>• User Programmable Mode where user-defined modes can be saved</li> </ul>	\$2,543.47	\$2,416.29
 <p>Product #: A4-PS</p>	<p>PRO-SPORT III™ Device Only -Advanced Microcurrent Neurostimulator for long lasting pain relief</p> <p>Comes complete with one PRO-SPORT-Ultra™ Device, two AA batteries, one Owner's Manual</p> <ul style="list-style-type: none"> <li>• 52 preset modes for use with chronic, intractable, post-surgical and post-traumatic pain</li> <li>• Digital Screen that displays Reactions Technology™ for advanced management of pain and identifying optimal areas to treat</li> <li>• User Programmable Mode where user-defined modes can be saved</li> </ul>	\$3,261.06	\$3,098.00
 <p>Product #: A4-PS-K</p>	<p>PRO-SPORT III™ Device Kit -Advanced Microcurrent Neurostimulator for long lasting pain relief</p> <p>Comes complete with one PRO-SPORT III™ Device, one large carry case, one Y Electrode with 8-inch handle, one Pencil Electrode, one Brush Electrode, two red-black pad lead wires, two accessory lead wires, one packet of 2x2 self-adhesive conductive electrode pads, two AA batteries, one Owner's Manual</p> <ul style="list-style-type: none"> <li>• 52 preset modes for use with chronic, intractable, post-surgical and post-traumatic pain</li> <li>• Digital Screen that displays Reactions Technology™ for advanced management of pain and identifying optimal areas to treat</li> <li>• User Programmable Mode where user-defined modes can be saved</li> </ul>	\$3,640.95	\$3,458.91
 <p>Product #: AA-CP-2x2</p>	<p>2"x2" self-adhesive conductive gel pads-package of 4</p>	\$18.64	\$17.71