

Discount Policy

SURGITECH is committed to providing the highest quality at the most reasonable prices to ensure customer satisfaction. Therefore, SURGITECH provides its customers two different types of discounts: sales discounts and collection discounts.

SALES DISCOUNT

Whenever a Sales Discount is provided, our sales representatives must consider the following terms:

- There should be a legal, legitimate and transparent justification for offering the sales discount.
- Maintain written documentation of the terms and conditions of the discounts, as well as the means by which it will be applied. E.g., a volume-based discount on purchases made over time by the customer.
- The percentage of discount is determined by market competition and negotiations with hospital administration. Discounts above 5% are subject for GM and GCFO.
- Sales Managers are authorized to provide up to 5% discount based on his/her professional judgement. However, providing a Sales Discount should be viewed as a last resort, as the deal would not be completed otherwise.

COLLECTION DISCOUNT

Definition: Incentive offered to customers in exchange for paying a bill before the due date and/or to speed up the collection of the dues from the customers. The below elements must be taken into consideration at all times:

- The discount is determined by market competition and negotiations with hospital administration.
- Sales collected within 60 days are considered cash Sales.
- Sales of more than LE 500K and terms of payment shorter than 180 days are eligible to up to 25% discount.

The level of authority in respect to the percentage of discount is specified in the below table:

Approval Level	Discount Percentage
Collection Manager	Up to 10%
GCFO & collection Manager	10% to 20%
General Manager, GCFO, and Collection Manager	20% to 30%

Conditions where management may approve full dismissal of company charges (subject to Senior Management approval).

- Surgical procedure in which severe complications were encountered.
- In the event of death during or after surgery.
- Patient providing evidence to the inability to cover the medical procedure costs
- Staff members (terms and conditions are covered in the staff discount policy)

Documents required in case of 30% and above discount

- Copy of the medical/surgery report describing the condition signed by the surgeon
- Copy of patient ID and a First-degree sibling
- A death certificate is required in the event of the patient's death.

Note: Senior management has the authority to adjust the discount policy at any time, based on the client's commitment sales agreement and payment schedule.