

# THE PPE YOU NEED.

Exclusively for AMA members.



## Project N95 FAQs

### Why did the AMA choose to work with Project N95?

Since May 15, Project N95 has facilitated delivery of more than 607,300 units of PPE to over 77,016 frontline workers through its Marketplace. Project N95 has [partnerships](#) with national medical associations, including the American College of Physicians; more than 71 state and local governments; companies such as Amazon, IBM and Moody's; and charitable institutions, including the KIND Foundation and United States of Care. Project N95 also provides governments with data about the needs of their constituencies and shares verified supply sources so they can fulfill those requests.

### How do I know that this PPE is real and valid?

Project N95 has identified and vetted suppliers and manufacturers who it believes can meet expected cost, quality and delivery. Project N95 has information available [here](#) that walks you through its Supplier Due Diligence Process.

### How do I know that products are priced fairly?

Project N95 works closely with its suppliers to ensure pricing is reasonable, accessible and within the market range. For comparison, it updates market product price ranges in real time on its [products page](#). Suppliers, not purchasers, are charged a nominal fee to cover the costs of processing transactions and to support Project N95's not-for-profit charitable mission.

### What steps does Project N95 take to ensure this PPE is safe to use?

Safety is Project N95's primary concern, and it vets all suppliers via a rigorous process you can learn more about [here](#). That includes:

1. Checking the DUNS number and using Moody's Know Your Supplier Portal to identify any red flags.
2. Guaranteeing that all items meet Federal Drug Administration (FDA) standards, which Project N95 regularly updates for any new emergency use authorizations. You can [learn more here](#) about current regulatory standards.
3. Looking at FDA registrations, clearances and product testing to make sure each product meets Project N95's requirements.

4. Checking references for suppliers to ensure they have previously delivered safe, high-quality goods.
5. Doing an additional quality assurance check on the entire process before declaring a supplier officially vetted.

### **Will PPE run out of stock before the order deadline?**

No. Project N95's suppliers for the items offered to AMA members have committed to having stock available and will not run out before the order deadline.

### **Can I get my order earlier than Aug. 26?**

All orders placed through the order will ship on a rolling basis and are expected to ship no later than Aug. 26. Project N95 will update you with estimated arrival dates after the order has been placed. However, Project N95 cannot offer expedited shipping or guaranteed delivery dates at this time. [As has been widely reported](#), the same crisis that's caused shortages of PPE has also caused significant delays in logistics and shipping globally. Project N95 is offering a conservative timeline that considers the current level of variability in shipping estimates.

### **Why is the AMA only offering PPE for a limited time?**

PPE orders from members of the AMA are being aggregated in order to meet the minimum order requirements of suppliers at a price point that is accessible for members. Additionally, offering PPE for a limited time allows Project N95 to ensure that PPE will be available at the price that has been provided to AMA members.

### **Will the AMA offer more PPE in the future?**

The AMA recommends that you take advantage of this opportunity. It is not yet known if the AMA will offer another opportunity in the future.

### **Is the AMA profiting from the sales of PPE?**

No, the AMA is not profiting from the sales of PPE.

### **Why is it necessary for me to complete a registration form?**

The information collected on the registration form is used to create an accurate customer record for your PPE order. You may provide documentation of your tax exempt status at this time.

### **Why must I place a separate order for each PPE item?**

The individual PPE items offered to AMA members through this program are available through different suppliers. While the AMA apologizes for the inconvenience, placing

separate orders for each item supports order aggregation which improves inventory availability.

### **What do I receive after placing an order?**

After placing an order, AMA members will receive an emailed confirmation notice from Project N95 with order details, the estimated shipping date and contact information for Project N95's support team. The notice includes a credit card receipt with transaction details and contact information.

### **I previously placed an order. What's the easiest way to order more product?**

To avoid completing an additional registration form, please access your Personalized AMA Offer Page using the link provided in the order confirmation email you received after purchasing. Your Personalized AMA Offer Page displays all products and shows your previous purchase. Use the order form on this page to place another order. Your Personalized AMA Offer Page can also be accessed from the email you received upon qualification, as well as the text message you received upon qualification.

### **How do I access my order receipt?**

The order confirmation email you received after purchasing a product includes a link to your order receipt. Click on the link to view, save or print your receipt. Your receipt can also be accessed from your Personalized AMA Offer Page, which displays your order confirmation and receipt beneath each offer.

### **When will I receive my PPE?**

All orders placed through the order will ship on a rolling basis and are expected to ship no later than Aug. 26. Members receive PPE orders via UPS ground within 5–7 business days. Orders to Hawaii, Alaska and Puerto Rico may experience longer shipping times. UPS is making every effort to adhere to shipping standards, but due to current circumstances, shipping timelines may vary.

### **Can an order be cancelled after it has been processed?**

Orders can be cancelled before Aug. 2. Order cancellation refunds are applied to the credit card used to place the order within 2–3 business days after the cancellation request.

### **Can I return my order?**

PPE orders cannot be returned in part or full. There are no refunds or replacements for used products. Project N95's refund policy is located on your Buyer's Purchase page, as well as in [Marketplace Terms and Conditions](#).

**Can I return damaged or defective PPE?**

Damaged or defective goods can be refunded or replaced as requested by an AMA member. Refunds are not offered for damaged or defective goods more than five business days after receipt of order. There are no refunds or replacements for used products.

**Who do I contact for support?**

Please contact the Project N95 support team via email at [AMA@projectN95.org](mailto:AMA@projectN95.org), or call (202) 849-9858, from 8 a.m. to 8 p.m. Central time, Monday–Friday. Email response is within one business day or less.