



TERMS AND CONDITIONS OF SALE

* All orders are processed by credit card at the time of order placement. If credit has been extended, in lieu of a credit card, all invoices are payable, in U.S. dollars, thirty (30) days following the invoice date. The customer is required to pay an interest penalty of 18% per annum on any overdue amount from the date the payment was due to that on which it was made, and reimburse Veterinary Dental Products all costs and expenses (including legal costs) incurred in the collection of any overdue amount. Any payment terms other than those identified above will be indicated in a separate written agreement between both parties.

* International customers are required to pay by Wire Transfer.

* Minimum order fee. All orders not meeting minimum order requirements (invoice of less than \$50.00) will be assessed a minimum order fee of \$10.00.

* Orders will be invoiced at price in effect on date order is received. In the case of annual purchase orders, Veterinary Dental Products reserves the right to notify the customer of price changes. Prices exclude freight, insurance, delivery charges and taxes or duties, unless otherwise expressly agreed upon and indicated in writing.

* All orders will be shipped via UPS Ground unless specified by the customer. The customer is responsible for shipping charges.

* Orders that are held upon customer request will be canceled after 30 days of non-communication with the customer. Veterinary Dental Products will make 3 attempts during that month, if no response, the order will be canceled.

* All prices are subject to change.

* Limitation of Company Liability –

- 1) Veterinary Dental Products, LLC will not under any circumstances be liable for any claim, liability, expense or cost emanating directly or indirectly for non-delivery or delay caused by weather, industrial action or for any unexpected cause even indirectly affecting the availability of goods. Veterinary Dental Products may unilaterally suspend any delivery for any period and/or cancel any agreement of sale without any liability whatsoever in consequence thereof.
- 2) Veterinary Dental Products, LLC shall not under any circumstances be liable for any claim, liability, expense or cost arising even indirectly from any fault or weakness in or of the goods whether inherent or not or in respect of faulty or deceptive job practices and the customer shall hold harmless and keep indemnified Veterinary Dental Products there from.

* These Terms and Conditions of Sale, together with the information contained in the written product order, quotation, acknowledgement and/or invoice, shall constitute the entire agreement for the purchase and sale of the products. Acceptance of goods is deemed to be acceptance of these terms and conditions.



RETURN POLICY

* Returns must be authorized by Veterinary Dental Products. Customers must call to receive a Return Merchandise Authorization (RMA) number before returning product. Products received without an RMA number will be returned to the customer. When requesting an RMA number, the customer must provide a clearly detailed explanation as to the reason for the return, and in the case of allegedly defective product, samples and/or photos showing the problem. Veterinary Dental Products will approve or disapprove all requests for return and will notify the customer within fourteen (14) business days.

* The RMA number must be clearly marked on all packages. Any returned products must be shipped to Veterinary Dental Products, freight pre-paid, at the Customer's expense, unless expressly agreed to by Veterinary Dental Products. Any return shipments received without an RMA number clearly visible will be refused.

* Products can be returned within 14 days of customer receipt of goods to qualify for full product credit. The product must be in its original packaging, in good, resalable condition and accompanied by the invoice. Shipping costs will not be credited.

* After 14 days, returned products are subject to a 20% restocking fee which is deducted from the credit due to the customer. Product must be in original packaging and not used.

* If the return is determined to be due to Veterinary Dental Product's error, full credit, refund or replacement will be allowed for up to ninety (90) days from invoice date. If the return is due to the customer's error (or customer has changed their mind), credit, refund or replacement will be at the sole discretion of Veterinary Dental Products.

* No requests for Return Merchandise Authorization will be accepted after ninety (90) days from the invoice date.

* Credits will be given based on the original purchase price and will not be given if the product is opened, used, damaged or missing components.

* Returns will be credited to the customer either on account or on the credit card used for the purchase.

* Discontinued products may not be returned, regardless of age.

* Cutting devices such as discs, burrs and blades are not returnable unless there is a manufacturing defect.



REPAIRS

* Please call Veterinary Dental Products to receive a Repair Authorization (RA) number before sending a product in for service.

* Send the product, with pre-paid freight, to the Veterinary Dental Products, Repair Department at 200 Main Street, Elmwood, WI 54740. Include customer contact information as well as a description of the repair issues. The customer is responsible to insure the package for purchase value in the event it is misplaced or damaged by the courier service.

* Customer is responsible for paying all shipping and handling charges for the repair.

WARRANTY

* Veterinary Dental Products offers a 90 day limited warranty period on all products. Warranty starts from the date of invoice. Exceptions listed below.

4 month limited warranty –

- * Mini Mac Reciprocating Float Kit (float shafts – 30 day warranty)
- * Reciprocating Float Kits

6 month limited warranty –

- * Spec BiteLite™
- * Spec BiteLite™ II
- * Dual LED Headlight
- * Dual LED Headlight w/Makita Power Pack
- * AlumiSpec™

1 year limited warranty –

- * Flexi-Float™ Dental System
- * Flexi-Float™ Ultra
- * Periodontal Unit (High Speed Handpiece Turbine - 6 month warranty)
(Air Abrasion Handpiece - 6 month warranty)

* Warranty covers all defects in workmanship or materials for the specified time listed above from date of invoice. It is the customer's responsibility to maintain and provide proper care. If procedures are not followed, the warranty is voided. This warranty only covers defects arising under normal usage and does not cover any malfunctions, failures or defects resulting from misuse, abuse, neglect, alteration, modification or repairs by other than Veterinary Dental Products.

* Warranty applies to the original purchaser and may not be transferred.

* No warranties of any kind are made beyond the description of its products and hereby disclaim all warranties of merchantability and fitness for a particular purpose. Veterinary Dental Products makes no guarantees or assurances as to the results that may be obtained from the use of the products sold to the customer beyond the directions for use in the product literature. If for any reason our products shall be proven defective, our damages are limited to the purchase price of the product.

* Product returned as defective will not be replaced until product has been determined to be defective by the Veterinary Dental Products, Repair Department. Please allow up to 3 to 4 weeks for this process.

* The customer is responsible for shipping the warranty item to Veterinary Dental Products for evaluation. Any items found to be defective will be replaced by Veterinary Dental Products, including shipping (UPS Ground) back to the customer. If the item is found not to be defective, Veterinary Dental Products will contact the customer to discuss repairing the product. The customer is then responsible for all repair charges and shipping fees.

* A \$45.00 per hour cleaning fee will be assessed to the customer if product is sent to Veterinary Dental Products with tooth dust and biohazard on the equipment. Veterinary Dental Products will need to clean the equipment before assessing the product for repairs or warranty.

Under no circumstances will Veterinary Dental Products have any liability for the following:

- 1) Any defects resulting from wear and tear, accidents or improper use or storage after delivery.
- 2) Any products that have been altered after delivery.
- 3) Any information in Veterinary Dental Products catalogs or other advertising or informational materials since they are intended only to convey a general idea of the product and not to form any part of the contract.