

Return Merchandise Form

Please See other side for terms and conditions of sales and shipping instructions.

To return items, please complete this form and insert it in your package. Cut off the return address label and fix it to the outside of the package. Call the customer services at +1 832 342 9487 to obtain you Returned Merchandise Authorization (RMA) No,
 To exchange your items for other products, please call the customer services at +1 832 342 9487 to replace your order.

CUSTOMER INFORMATION

Please fill out customer information as it appears on your invoice.

Date.....

Customer Name:..... Customer ID #:.....

Order #:.....(RMA) #:.....

Return Codes

Use appropriate number for reason of return.

- 1 Changed mind 2 Duplicated order 3 Ordered wrong product
- 4 Incorrect items shipped 5 Late delivery 6 Damaged products
- 7 Other reason, please describe:

Returned Products

If more space is needed, please attach additional sheet with the items listed.

SN	Code	Description	QTY	Return Code
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

----- Please cut along line. Complete label and tape to box you are returning. -----

RMA #

Customer ID #



Terms and Conditions of Sale

Special Warranty Information for Hand Instruments

IOS warrants that this instrument will be free from defects in material, manufacture or separation of brazed cutting edges for a period of 3 year from the date of purchase. IOS warrants that this instrument will be resistant to corrosion for 5 years from the date of purchase. Failure to follow recommended use, maintenance and sterilization procedures will void all warranty claims. Recommended maintenance includes cutter tip/blade re-sharpening and reconditioning (cleaning, polishing) every six months. IOS's sole obligation and buyer's sole remedy in the event of a claimed defect shall be limited to, at IOS's option, repair, replacement of merchandise, or credit of the purchase price.

Materials, manufacture, and corrosion resistance are the only items covered by this warranty. Misuse or abuse will void warranty. Buyer will be contacted regarding repair charges for out of warranty instruments.

Waiver of Implied Warranties

ALL IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY FOR ANY PARTICULAR PURPOSE OR USE ARE DISCLAIMED

Return Policy

Customer Service must be called within 5 days of delivery to obtain an RMA# before a credit/replacement can be issued. You will need to provide the invoice number on which you were charged for the product. Items are to be returned in its original packaging. Return of non-defective items are subject to a 15% restocking charge. A finance charge will be assessed on all invoices over 30 days old at 2% per month.

WITHIN 5 DAYS OF DELIVERY

Claims related to shipments and orders must be reported within 5 days of delivery date to be excluded from additional charges.

WITHIN 90 DAYS OF INVOICE

We gladly accept products for exchange or credit within 60 days of invoice date with a valid Returned Merchandise Authorization (RMA) number. Product must be returned in new, resalable condition without any markings, placed in the original package with seal unbroken.

Return of non-defective items are subject to a 15% restocking charge, plus shipping charge.

If you are returning items purchased at a quantity discount price, the credit of these products may result in a price adjustment for products not returned.

We cannot accept any product returned or exchanged after 3 months from the date of invoice. No discontinued product will be accepted for return.

RMA numbers will be valid for a period not to exceed 30 days from the date of issuance. Merchandise returned after the expiration of the RMA number will not be accepted for credit. Care should be taken in packing return items to ensure that they will be received in the same condition as the original shipment. Damaged merchandise will not be accepted for return or exchange. Any product received without a valid authorization number will be returned to sender. Product authorized for return or exchange must have at least one-year shelf life remaining.

SHIPPING INSTRUCTIONS

Call 1 832 342 9487 to get a RMA#

All returns should be shipped to the following address in a traceable manner such as UPS, Federal Express, USPS (certified), etc. Shipping charges should be prepaid unless otherwise instructed by the Sales/Service department.

IOS International Orthodontic Services
12811 Capricorn St.
Stafford, TX 77477 USA

Limitation of Liability

Except where prohibited by law, IOS will not be liable for any loss or damages arising from any products, whether direct, indirect, special, incidental or consequential, regardless of the theory asserted, including warranty, contract, negligence or strict liability

Product Changes

Products are continually undergoing refinement in design and manufacture. IOS reserves the right to improve, modify or discontinue products at any time.

Termination for Default

IOS may terminate an order, in whole or in part, if buyer is in breach of a material obligation and does not cure such breach to the reasonable satisfaction of IOS within ten (10) days of IOS's written notice of intent to terminate the order for buyer's default

Waiver

Any failure or delay by either party in exercising any right or remedy provided by or relating to the order or these Terms and Conditions does not constitute a waiver and shall not prohibit a party from exercising such right or remedy at a later time or from exercising any other right or remedy available.

Entire Agreement

These terms and conditions of sale constitute the entire agreement between the parties with respect to the product sale except

for the price set by the applicable IOS quotations, IOS price sheet, or separate pricing agreement; and by any additional IOS terms and conditions agreed to by the buyer electronically or in writing