

# Shipping Information

**Shipping:** Most orders ship the same day you place your order. You can have your products as soon as the next business day. Place your order before 2:00 P.M. E.S.T. and request overnight shipping. Otherwise we will ship your order via common carrier.

**Hassle-Free Returns:** Customer satisfaction is Ortho Technology's primary objective, and we understand, your purchase may not always meet your needs. In an effort to make the return process as hassle-free as possible, we ask that you please call us. Your satisfaction is very important to us, and your comments help us improve our products and service. When you call, a mandatory Return Merchandised Authorization (RMA) number will be assigned. This number will help expedite your exchange return.

**Return Policy:** Include the Return Merchandise Authorization (RMA) number which can be obtained by contacting our Customer Service Department. Products may be returned for credit within 30 days from Invoice date. Products under warranty must meet terms within warranty period. After 31 days and up to 60 days from Invoice date, return request will be evaluated by a Customer Service Representative as a courtesy to our customers. Returns may be authorized when these conditions are met: 1. Products are in original and unopened packaging and in re-sellable condition. 2. Returns must meet quality inspection standards, appearance and physical count. 3. A 15% restocking fee may be charged. Custom orders and special orders are not accepted for return.

Due to OSHA regulations regarding possible exposure to bloodborne pathogens, Ortho Technology is prohibited from accepting instruments for evaluation without proof of sterilization. Unless proof of sterilization is evident, Ortho Technology reserves the right to either destroy these items or return them to the customer.

**Order Shortage Notification Policy:** Any shortage of your order must be reported promptly within 30 calendar days of your order receipt to be considered. Ortho Technology is not responsible for any shortage reported after 30 calendar days.

**Terms and Billing:** Orders from qualified accounts are accepted on the basis of payment within 30 days from the date of invoice. All invoices are to be paid in U.S. Dollars. Prices listed are F.O.B. point of origin. A packing slip and invoice are enclosed with each shipment. A statement covering all open invoices is mailed monthly. A 1.5% (\$2.00 minimum) per month service charge on overdue balances will be added to accounts.

**Canadian Customers:** To provide expedited and economical shipping for our Canadian customers, orders will be shipped into Canada to your door by a common carrier. All duties, brokerage, GST, and other fees are applied during billing. This will ensure easy receipt of shipment. For easy payment, we recommend using a credit card. If payment by check is required, please write "In U.S. Funds" on the check. All catalog prices and invoice totals are listed in U.S. Dollars. When purchasing products from Ortho Technology, the customer surrenders and transfers the rights to receive the actual amount of duties refunded. All duties paid will, in turn, be refunded to the customer directly by Ortho Technology. GST will not be refunded on returns. Canadian businesses that are GST registered may claim this amount through an input tax credit.

**Continued Improvement:** Due to continuing product improvements, Ortho Technology reserves the right to change prices, discontinue products or change the design of products without advance notice. We are not responsible for typographical or photographic errors, and we reserve the right to limit quantities.

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# Ordering Information

## 4 Ways To Order



### Phone Toll Free

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Due to the fluctuation in cost of gold and silver, Ortho Technology products containing said metals may incur price increases or decreases accordingly throughout the life of this catalog.