

TERMS & CONDITIONS

PDC HEALTHCARE

Price and Payment Terms

Payment terms are net 30 days. Credit application may be required for terms. State and local taxes, if applicable, will be included when invoiced.

PDC Healthcare accepts American Express, Mastercard, Visa, and check. All prices are in U.S. dollars. Foreign import duties and exchange rates, if any, are the responsibility of the customer.

Freight

Freight terms are Pre-Pay & Add.

Terms of sale – FOB Destination Freight Pre-Paid and Charged Back.

Custom Products Orders

- As custom product is made to the customers' exact specifications, custom product may not be returned.
- Customer assumes sole responsibility for accuracy and use of artwork and indemnifies PDC Healthcare in the event of any claims for copyright infringement. By signing/approving any artwork, customer certifies that they are legally authorized to use such logos, trade names, or trademarks.
- **Medical Records Products/Imaging Products:** To ensure accuracy, we ask that all orders for custom imprinted products be submitted in writing, accompanied by a copy or actual sample of imprint. Minimum quantities may be required.
- Please call Customer Care at **800.435.4242** for an Artwork Form or go to the "Artwork Specifications" section of the PDC Healthcare web site: www.pdchealthcare.com.
- **Label & Tape Products:** PDC Healthcare has the capability to produce custom labels to your specifications. Please call your local PDC Healthcare sales representative or Customer Care for additional information and assistance at **800.435.4242**. Please allow 15 working days for new custom orders and 10 working days for repeats.
- Due to manufacturing fluctuations on custom labels, we reserve the right to ship +/- 10% of the quantity ordered. Invoices will be adjusted to reflect the actual quantity shipped.
- Upon cancellation of a custom order, once a purchase order has been issued, the customer will be responsible for all production charges accrued through the date of notification of cancellation. PDC Healthcare assumes no responsibility for custom label orders on which the customer has made an error in quantity or label specifications.

Returns Policy

PDC Healthcare will allow returns under the following conditions:

- When the customer orders in error and the product is not older than 60 days from the date of invoice.
- Return freight is the responsibility of the customer.
- A 15% restocking fee will be assessed for all products.
- Customer will receive credit for original order, excluding any freight charges.
- When a PDC Healthcare error or product defect occurs, if reported to PDC Healthcare within 60 days from the date of invoice, full credit, including freight, will be issued. (Excludes pre-established contracts between PDC Healthcare and Group Purchasing Organizations)
- All returns for credit require a written Return Merchandise Authorization (RMA) number from PDC Healthcare. No returns will be accepted without a RMA number. The RMA number must have supporting paperwork indicating original purchase order number, PDC Healthcare sales order number, date of original order, etc. If a return is submitted without an RMA number, product will be refused and sent back to the customer at customer's expense.
- Call tags will be issued for customers with the exception of large shipments or pallets. The decision to issue call tags will be based on the reason for the return for large shipments or pallets.
- Call tags will only be issued to Distributors if PDC Healthcare is at fault.
- International Customers will be responsible for sending product back unless it is a PDC Healthcare error.
- Custom printed or serialized product is not returnable.
- Merchandise must be returned in full boxes, original packaging and in good condition.
- Authorized returns must be received by PDC Healthcare within 30 working days from the date of RMA issuance.
- If there is any loss or damage at the time of delivery, it is essential to note it on the delivery receipt. Any concealed damage should be reported to the delivering carrier within 15 days. Keeping the entire package is necessary until after the carrier issues a concealed damage inspection report.

Warranty

Products sold are of merchantable quality at the time they are delivered, and are manufactured in conformance with supplier's specifications, drawings, or other descriptions; and that supplier conveys good and marketable title to them, subject to supplier's security interest.

PDC Healthcare warrants against defects in material, workmanship, design, and manufacturing. Supplier further represents and warrants that the products will conform to the specifications, drawing, and samples furnished by Healthcare and will be safe for their intended use. If any products are defective and a claim is made, PDC Healthcare will replace the defective products. PDC Healthcare will bear all costs of returning and replacing the defective products.

To the maximum extent permitted by applicable law, PDC Healthcare disclaims all other warranties, expressed or implied, including but not limited to implied warranties of title, non-infringement, merchantability, and fitness for a particular purpose with respect to the products.

PDC Healthcare makes no other warranties other than those expressly provided for herein. In no event shall PDC Healthcare be liable for an incidental, special, consequential, or punitive damages related to the wristbands, labels or tape and component parts used with its products.

**Excludes pre-established contracts between PDC Healthcare and Group Purchasing Organizations or customers.*

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THERMD8	74	THERMDR831	74	THERMTR810	75	U281114	10	XJ2100-XX	48
THERMD9	74	THERMDR835	74	THERMTR811	75	U281417	10	XJ2230-XX	49
THERMD10	74	THERMDR836	74	THERMTR812	75	U281436	10	XJ2350-XX	49
THERMD11	74	THERMDR837	74	THERMTR813	75	U282430	10	XJ3020	45
THERMD12	74	THERMDR838	74	THERMTR814	74	U283035	10	XJ3030	45
THERMD13	74	THERMDR839	74	THERMTR816	75	UBH4363	10	XJ3120	45
THERMD14	74	THERMDR841	74	THERMTR817	75	UBR0717	10	XJ3150	45
THERMD15	74	THERMDR842	74	THERMTR820	75	UBR0810	10	XJ3220	45
THERMD16	74	THERMDR843	74	THERMTR821	75	UBR1012	10	XJ4010	45
THERMD17	74	THERMDR844	74	THERMTR832	75	UBR1114	10	XJ4020	45
THERMD18	74	THERMDR845	74	THERMTR838	75	UBR1417	10	XJ4040	45
THERMD19	74	THERMDR846	74	THERMTR839	75	UBR1436	10	XJ4130	45
THERMD20	74	THERMDR850	74	THERMTR840	75	UBR2430	10	XJ6100	44
THERMD22	74	THERMDY82	74	THERMTR841	75	UBR3035	10	XJ6200	44
THERMD23	74	THERMDY83	74	THERMTR842	75	UBR4363	10	XJ6400	44
THERMD24	74	THERMDY84	74	THERMTR843	75	UGEL-46	92	XJ6470	48
THERMD25	74	THERMDY86	74	THERMTR844	75	UGEL-50	92	XJ9200	50
THERMD26	74	THERMDY87	74	THERMTR845	75	UGEL-52	92	XLCC-A	71
THERMD27	74	THERMDY88	74	THERMTR846	75	UGO0717	10	XPOE1	51
THERMD28	74	THERMDY89	74	THERMTR847	75	UGO0810	10	XPOE2	51
THERMD29	74	THERMDY810	74	THERMTR850	75	UGO1012	10	XPOE3	51
THERMD30	74	THERMDY811	74	THERMTR851	75	UGO1114	10	XPOE4	51
THERMD31	74	THERMDY812	74	THERMTR852	75	UGO1417	10	XPOE5	51
THERMD32	74	THERMDY813	74	THERMTR853	75	UGO1436	10	XPOEBN1	51
THERMD35	74	THERMDY814	74	THERMTR854	75	UGO2430	10	XPOEFL1	51
THERMD36	74	THERMDY815	74	THERMTR856	75	UGO3035	10	XPOEFL2	51
THERMD37	74	THERMDY816	74	THERMTR857	75	UNI-100	44	XPOEGN1	51
THERMD38	74	THERMDY817	74	THERMTR858	75	UNI-200	44	XPOEGY1	51
THERMD39	74	THERMDY818	74	THERMTR859	75	UNI-300	44	XPOER1	51
THERMD41	74	THERMDY819	74	THERMTR860	75	UNI-400	44	XPOT1	51
THERMD42	74	THERMDY820	74	THERMTR861	75	UNI-500	44	XPOT2	51
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THERMD44	74	THERMDY823	74	THERMTYB1	75	UNI-MAM	90	Y-AMR13	69
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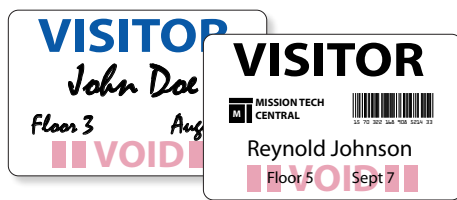
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