



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: Your purchase may not always meet your needs. We understand that. 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 input helps us improve our products and service. When you call, a return authorization number will be assigned. This number will help speed your exchange, credit, or refund.

Return Policy: Use the form on the back of the packing slip to simplify the return process. Custom products, i.e. retraction archwire, prewelded products, bands, products requiring refrigeration, and chemical products cannot be returned. Products may be returned for credit within 30 days from date of shipment under the following conditions: 1. All products must be in new and resellable condition, of current design and in its original packaging 2. Returns must be shipped, prepaid, and insured 3. A copy of the packing slip and written reason for the return must accompany the products 4. Ortho Technology's inspection, evaluation, and physical count of the returned items is final 5. A 15% restocking fee may be applied to your account.

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.

Terms and Billing: Orders 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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