

## TERMS & CONDITIONS

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**Terms** COD, Credit Card, Wire Transfer, Check. Initial orders must be prepaid or COD only. International Orders must be prepaid by credit card, wire transfer or bank check only. Wire transfer processing fees or handling fees may be charged.

**Shipments** Shipment anywhere in the world via UPS, Federal Express, USPS unless otherwise specified. Buyer is responsible for all shipping instructions, shipping fees, duties and custom's charges. Excellent Endoscopy, Inc. is not responsible for any duties or custom's charges.

**Prices** Excellent Endoscopy, Inc. reserves the right to change prices without notice. For most current prices, please call or visit our website.

**Upgrade Policy** Unique, Free 90 Day Upgrade Policy allows the buyer to return, for full credit, any endoscopy product purchased from us, within the prior 90 day period, for full credit and use that credit towards the purchase of any other product of equal or greater value

**Warranty** Excellent Endoscopy, Inc. warrants that the certified endoscope sold will conform to the description described and will be free of defects in materials and workmanship under normal use and service for a period of two years from date of purchase, provided that the endoscope is sent back to Excellent Endoscopy, Inc. for preventative maintenance and repair prior to the beginning of the second year of ownership. Electronic equipment, including all video scope electronic components, are warranted for four months. Halogen and Xenon light bulbs are not covered by the Excellent Endoscopy, Inc. warranty, only by manufacturer's warranty. In the discharge of this warranty, the sole obligation of Excellent Endoscopy, Inc., and the sole remedy of the customer shall be limited, at the option of Excellent Endoscopy, Inc., to the repair, replacement or adjustment of the product by Excellent Endoscopy, Inc. Excluded from the

warranty and not warranted in any fashion, either expressed or implied, by Excellent Endoscopy, Inc. are accessories to the product, products which have been altered, tampered with, or worked on by the customer or another repair company or persons not expressly authorized, in writing, by Excellent Endoscopy, Inc. Also excluded from the warranty are defects or damage or unusual wear and tear to products resulting from misuse, negligence, improper storage, improper usage, or damage caused by fluid invasion of the product. \*

### **Returns/Claims**

Requests for return of merchandise or claims for missing items must be made within ten (10) days of receipt of merchandise. Equipment must be unused and the condition of the equipment will be determined by Excellent Endoscopy, Inc. The equipment must be shipped pre-paid within one week after acknowledgement from Excellent Endoscopy, Inc. All returned items are subject to a 15% restocking fee.

### **Leasing**

Leasing of new and refurbished equipment is available. Please contact Excellent Endoscopy, Inc. to discuss leasing options and details.

### **Special Orders**

Specially designed, special order, or customized endoscopes are available and will be built according to the agreed upon customer's specifications. Special ordered and customized products must be paid for in advance and once work has begun, are not refundable.

*\* Please read the complete Excellent Endoscopy, Inc. warranty for complete details.*