

Effective July 2nd, 2009

Dear Valued Customer,

If you wish to return products to Central Dental, we ask that you follow the instruction below. Following these instructions will result in a faster and more accurate process:

Return Policy*:

All returns must be accompanied with the appropriate invoice or invoice number.

Special orders and non-stock items cannot be processed for credit. Special orders are denoted as such on the invoice.

All returns must be within 24 months of purchase date. No exceptions.

- a. Product must be in resalable condition, in its **original unopened packaging**.
- b. All returns will be credited to the customer's active account.
- c. **NO RETURNS AFTER 24 MONTHS – NO EXCEPTIONS.**

Customers **MAY RETURN** products within 6 months from the invoice date under the following conditions:

- a. Return freight costs are the customer's responsibility.
- b. Product is in its original **UNOPENED** packaging.
- c. A copy of the original invoice or invoice number is included.

Returns **WILL NOT BE ACCEPTED** if any of the following apply:

- a. If product is used or damaged or in opened packaging.
- b. If freight is charged to account with FedEx, UPS (or other carrier).
- c. If box/packaging is opened, merchandise will be returned to customer.
- d. If product returned is part of a 'Free Goods' promotion.

Return Instructions:

- a. Wrap package securely and send in either a box or padded envelope.
- b. **DO NOT SEND MERCHANDISE IN A LETTER ENVELOPE.** (We will not be held responsible for its content).
- c. Insure you return merchandise accordingly.
- d. Return packages via traceable methods i.e. UPS, FedEx, etc.
- e. Central Dental is not responsible for any lost or damaged products returned to us.

Restocking fees:

Returns 0 to 6 months from invoice date will not be charged a restocking fee.

Returns 6 to 12 months from invoice date will be charge a 25% restocking fee.

Returns 12 to 24 months from invoice date will be charge a 50% restocking fee.

Return for Repair

If equipment purchased from Central Dental requires repair before the manufacturer's warranty, send the equipment as well as a copy of the invoice to our head office to be repaired. If the equipment requires repair after the manufacturing warranty, Central Dental or an independent repair service will be able to estimate a quote for repair. Repairs time depends on availability of parts from the manufacturer. Cost of the repair depends on parts, labour and shipping costs associated with the repair.

Return Product To:

Central Dental Ltd.

3420 Pharmacy Avenue, Unit 3

Scarborough, ON M1W 2P7

Canada

**Tooth Returns Exempt from this policy*