



# CDB

CERAMIC DENTAL BRACKETS

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## Return Policy

### **Quality Related Returns:**

All Quality Related Returns must be sent back to CDB within 2 weeks of delivery for review and disposition. They must include the following:

- Lot number
- Reason for return
- Contact person
- Original Packaging (if available)
- Return manufacturer authorization number for the CDB Shipping Department

After complete inspection, parts found out of specification will be replaced within 2 weeks.

For repeated nonconformity or perceived health risk issues, a corrective and/or preventative action will follow. Customers will be informed of corrective and/or preventative action.

### **Non Quality Related Returns:**

Non quality returns may be returned within 30 days of delivery date and must fall under listed conditions:

- 1) Products must be in new and re-usable condition.
- 2) Returns must be shipped pre-paid and insured.
- 3) Written clarification for the return must be included along with ship date and/or invoice number.
- 4) Products without original lot number will not be accepted

- 5) Custom shipped items are not to be returned without prior approval from CDB customer service department.
- 6) Restocking and inspection fee of 15% may be applied.

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Replacement for non quality returns will be at the discretion of CDB. In addition, non quality returns must include the following:

- Lot Number
- Reason for return
- Contact person
- Original packaging (if available)
- Return manufacturer authorization number from the CDB Shipping Department

### **Important Notes:**

Buyer's remedies with respect to any claim arising out of any defect in any goods or services shall be limited exclusively to the right of repair or replacement of such goods (at the seller's option) or to repayment of the purchase price thereof. In no event shall seller be liable for any consequential or incidental damages including lost profits incurred by buyer with respect to any goods or services furnished by seller. Claims for damage or shortage must be made within 30 days of receipt of order.

### **Reminders:**

- 1) Please check your order upon receipt. Any error or omissions that you may find must be reported within 14 days of the invoice date.
- 2) In the event that your order is lost or misdirected, you may request CDB issue a UPS trace. If the trace reveals the order was delivered to your office, the additional charge for the UPS trace will be added to your account.
- 3) Customers are responsible for all shipping and freight charges incurred for product returns.
- 4) CDB does not issue refund checks.

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