

## Ordering Information

**Customer Service:** Main Toll Free 888-207-0262  
Fax 877-245-8693

### Terms

- Net 30 days
- FOB shipping point

### Shipping Policy

- All orders are shipped as specified.
- All merchandise should be inspected upon arrival. If merchandise has been damaged in transit, such damage should be promptly reported to the carrier.

### Warranties

- Carbon Medical Technologies warrants that reasonable care has been used in the design and manufacture of our devices. This warranty is in lieu of and excludes all other warranties not expressly set forth herein, whether expressed or implied by operation of law or otherwise, including, but not limited to, any implied warranties of merchantability or fitness.
- Handling, storage, cleaning and sterilization of these devices as well as factors relating to the patient, diagnosis, treatment, surgical procedures, and other matters beyond Carbon Medical Technologies' control directly affect these devices and the results obtained from their use.
- Carbon Medical Technologies' obligation under this warranty is limited to the replacement of these devices and Carbon Medical Technologies shall not be liable for any incidental or consequential loss, damage, or expense directly or indirectly arising from the use of these devices.
- Carbon Medical Technologies neither assumes, nor authorizes any other person to assume for it, any other or additional liability or responsibility in connection with these devices.

### Return Policy

- Standard returned product requirements:
  - All returned product must be pre-authorized by Carbon Medical Technologies and issued a Returned Material Authorization number (RMA#).
  - Any returned product that has been exposed to blood or other bodily fluids must be labeled and packaged as biohazard material in full compliance with international, U.S., and local regulations.
  - Returns that are not for cause, may be subject to a re-stocking fee and other certain conditions.

### Return Procedures

- Contact Carbon Medical Technologies' Customer Service at 888-207-0262 to obtain required approval (i.e., Return Material Authorization number – RMA#) prior to returning merchandise.
- Please be prepared to provide the following information:
  1. Purchase order number, Carbon Medical Technologies invoice number and date of invoice.
  2. Catalog number, quantity to be returned and lot number.
  3. Reason for return.
- The RMA# must be clearly marked on the shipping paperwork.
- Carbon Medical Technologies reserves the right to refuse return product without prior approval or product not properly labeled with the RMA#.