



RETURN POLICY

Novadent USA Products: Only instrument(s) that are unused, left unsterilized in their original Novadent USA packaging, and returned within 30 days of the original shipment date will be accepted for a full refund. If a discount was provided at the time of purchase on the overall order, not including individual instrument discounts, then the overall discounted percentage will be pro-rated across any individual instrument returned within that order. Please refer to the shipping policy below for shipping guidelines. Proof of purchase is required to process the return. Returns will not be accepted without a completed return order form. Reference shipping policy accordingly.

DISTRIBUTORS: Distributors are responsible for verifying that all instrument(s) that Novadent USA provides match the details of the original invoice. The distributor has 40 days from the day the package is shipped to notify Novadent USA that an instrument(s) does not match the details of the invoice provided or does not meet expectations. Only instrument(s) that are unused, left unsterilized in their original Novadent USA packaging can be returned for refund/credit. Proof of purchase is required to process the return. Returns will not be accepted without a completed return order form or approved PO. Reference shipping policy accordingly.

CLEARANCE ITEMS: No refunds, credits, or exchanges will be provided for instruments sold as "Clearance" items. All "Clearance" items are sold "as is" and do not qualify for warranty.

RESTOCKING FEE: A 20% restocking fee will be applied to any returns that are sent past 30 days from the day the original package was shipped. This fee is subject to increase.

PRIVATE LABELS/CUSTOM INSTRUMENTS: No refunds, credits, or exchanges will be provided for items with private labeling/engraving unless the private label was mis-engraved from the approved design that both parties, Power Dental and the customer, agreed upon. For custom instruments, the same terms will apply unless the custom instrument was incorrectly manufactured from agreed-upon specifications.

SHIPPING POLICY:

In accordance with OSHA and State Health regulations, used instruments must be sterilized before being returned to Novadent USA to maintain the validity of the warranty or return. Non-compliance with this protocol will result in the rejection of service orders and the nullity of the return or warranty orders.

The customer is responsible for any shipping costs incurred regarding orders shipped to Novadent USA. However, if you choose to use a Novadent USA shipping label, a shipping charge of \$15.99 (USPS Return Label) or \$18.50 (FedEx Return Label) will be applied to your order or deducted from your credit/refund. Please note our return shipping labels are not insured. If you prefer to insure your package, please use your own shipping label. Lost packages must be reported within two weeks of shipment. Be sure to retain your tracking number for reference.

To prevent transit damage and ensure the safety of handling personnel, please securely package and cushion all contents before shipping. For added security, we recommend opting for signature-required delivery as needed.

RETURNS

Name*
Customer Info:

Phone Number*

Address*

Email*

City, State, Zip*

Trade show return?*

Yes No

***Required**

I understand and agree that I will read and comply with the policies contained on this form and any revisions, and that I am bound by the provisions contained therein.

Signature*

Date*

