

Woodlyn Inc.'s Product and Services Terms & Conditions

Please read carefully when purchasing products and services from Woodlyn Inc..

Acceptance: Seller is pleased to offer for sale the equipment listed on the reverse side hereof, on the express condition that Buyer agrees to accept and be bound by all the terms and conditions set forth herein. Shipment by Seller and acceptance by Buyer of all or any part of the equipment listed on the reverse side hereof. Invoice is at prevailing prices at the time of shipment.

Order Cancellation: Orders may be cancelled at any time prior to shipment. Special order items cannot be cancelled. (Special orders consist of anything that is not a stock item). Deposits are non-refundable and administrative fees apply.

Changes in Design and Specifications: Seller reserves the right to make changes in design and specifications and to deliver units which differ in detail from those described in Seller's sales literature, in order to enable Buyer to take advantage of new or improved technology.

Credit Card Payments: We accept all US based Visa, MasterCard, American Express and Discover cards. A convenience fee of 2.5% is assessed on all credit card orders over \$1,000.00. Minimum credit card charge \$25.00.

Delivery for Domestic and International Customers: - Delivery - Subject to your payment being authorized, we will dispatch all in stock items via UPS Ground or LTL Truck unless otherwise specified. International orders may be sent via UPS or International Courier Service. Woodlyn will charge a handling fee of \$5.00 if customer uses their own UPS account# or other provider. Please allow additional time if items are out of stock or on back order item(s). Partial Shipments: Please note that if an order is NOT shipped complete, there will be a second freight charge for back ordered item. Claims for damage and shortages must be advised within 24 hours of arrival.

Customer is responsible for all applicable duty & taxes in addition to the shipping charges. Customer is liable for inspection of packages for damage before accepting delivery (signature). Once it is signed for, the shipper can no longer be held accountable for the damages incurred during shipping.

Woodlyn's Returns Policy: No returns allowed without prior authorization. Special order items are not returnable. Returns must be received within 30 days of purchase. Any items returned for exchange or refund must be returned in new unsoiled condition and in its original packaging including the RA number clearly marked on the outside of box. For damage claims, you must keep all packaging and contact the shipping company directly. Woodlyn will not refund the shipping and handling charges on any returns. No returns on software or software licensing. Shipping charges to Woodlyn, responsibility of the customer. All returns are subject to a 25% restocking fee, additional fees may apply if product is not returned in new condition. Credit to be issued after full inspection of the product. Claims for damage and shortages must be advised within 24 hours of arrival.

Promotional offers/Trade-ins: Any returns for a promotional offer or trade-in must have a return authorization number (RA) within 15 days of purchase. After the RA is issued, the product must be returned to Woodlyn within 15 days of the RA date. Shipping charges to Woodlyn are the responsibility of the customer. Woodlyn cannot be responsible for any damage due to improper packaging. Product must be received in the condition agreed upon at the time of sale. NO Exceptions.

Returns Address: Woodlyn, Inc. 2920 Malmo Drive, Arlington Heights, IL 60005. Contact phone number 847-952-8330 – fax 847-952-0045. All returns must be accompanied by a return authorization number. The RA# must be clearly marked on the outside of package(s) or the return will be refused at the shipper's expense. To obtain a return authorization number please call or email Melissa@woodlynintl.com.

Special Orders: Special orders ARE special, and we want you to be a satisfied customer. Woodlyn will special order almost any product that is carried by our manufacturers. To order non-stock, special order items, a pre-payment in full is required. Pre-payment is non-refundable/non-transferable, and special order items are non-cancellable/non-returnable. Manufacturers vary in delivery time, so estimated times of arrivals are not guaranteed.

Warranty: Woodlyn, Inc. Instruments are warranted against defective material and workmanship under normal use and application for a period of one year from date of receipt by the original purchaser from Woodlyn. Under this warranty, it is Woodlyn's sole obligation to repair or replace, at its own discretion, the product or defective parts. Woodlyn will not be liable for any loss or expense arising from the manufacture, sale, handling, repair, replacement, or from the use or inability to use these products. This warranty applies only to new Woodlyn products. Lamps, bulbs, charts, tonometer prisms and all other expendable items are not covered by this warranty. Contact manufacture of other product directly for warranty information. If during the warranty period, a product is found to have any defects in material or workmanship, it will be repaired without charge. If the product is to be returned to Woodlyn's service center for a thorough diagnosis, please call 847-952-8330 for a return authorization. Woodlyn will refuse all non-authorized deliveries. All authorized returns must be carefully packed and shipped at customer's expense within 10 days after the defect is found. Woodlyn is not responsible for damage caused by shipping and it is strongly recommend purchasing insurance through your selected carrier. Returns and service issues must include a completed Return Authorization form or they will be rejected by Woodlyn. For any questions about this warranty please call us at 847-952-8330.

Shipping and Tax: (in IL and OH unless exempt) will be added to each order prior to shipment

Sales or Use Taxes: The price(s) shown on the reverse hereof do(es) not include taxes or other governmental charges upon the production, sale, shipment or use of the equipment. Any such tax or charge shall be paid by Buyer to Seller unless Buyer furnishes Seller with exemption certificates acceptable to the appropriate taxing authority.

Seller's Technical Assistance: Upon request and at its discretion Seller will furnish such technical advice and assistance as is available in reference to the use of its equipment by Buyer. Buyer agrees, however, that Seller assumes no obligation or liability with respect to the advice or assistance given or results obtained therefrom.

More details can be found at www.woodlynintl.com