

Southern Implants Inc. Terms and Conditions

Thank you for ordering Southern Implants products. It is our commitment to provide you with the highest quality dental products. These terms and conditions apply in all instances except where other provisions are agreed to between Southern Implants and its business partners in advance by written agreement.

Order Processing & Shipping: Orders will be processed the same day if received before 2:00 pm PST/5:00 pm EST and will be shipped within the continental US and Canada by second day delivery, unless otherwise specified.

Pricing: Prices are subject to change without prior notice.

Shipments: Southern Implants is not responsible for any delays in shipment caused by the freight company/courier.

Discrepancies: Be sure to check your purchase immediately upon receipt. Any discrepancies must be reported to our customer service team within 48 hours of receipt of shipment.

Payment Terms: Payment is due in full within 30 days of invoice date.

Payment Options: Prepayment for first time orders will normally be required. We accept VISA, MasterCard, Discover and American Express. Payment by check should be mailed to our head office address at 5 Holland, Building 209, Irvine CA 92618. A fee of \$20 will be applied to your account for any returned checks. Contact Customer Service for information regarding payment by wire transfer.

Service Charges: Service charges of 1 1/2% per month, 18% per annum, will be applied to balances carried over 30 days from invoice date.

General Limited Warranty: Southern Implants, Inc. warrants that its products will be free of defects in material and workmanship and shall be of merchantable quality. This warranty applies only to the original purchaser. In the event of a defect, please notify Southern Implants Customer Service of the defect prior to returning any product. Southern Implants, at its option, will either repair or replace the product. Southern Implants also offers a Limited Lifetime Warranty on implants and restorative components. Southern Implants makes no other warranties, express or implied, except as set forth above.

Warranty Limitations: Purchaser assumes all risks and liability from the use of these products, whether used separately or in combination with other products not provided by Southern Implants. Southern Implants strongly recommends proper implant training and strict adherence to surgical and prosthetic protocols as well as instructions for use when provided with our products.

Return/Exchange Policy: For returns or exchanges of product contact Southern Implants' Customer Service Department at 866-700-2100 or by email at customerservice@southernimplants.us or your local distributor. Product returns must be unopened, undamaged and received within 30 days of the invoice date for full refund or credit accompanied by the Southern Implants Return Form. Products received within 31-90 days of the invoice date are subject to a 15% restocking fee. No returns over 90 days from invoice date are accepted.

Return Instructions: Wrap package securely and send in either a box or padded envelope. Do not send merchandise in a letter envelope due to the risk of damage. Include the completed Southern Implants Return Form in the package. Insure your shipment appropriately. Southern Implants is not responsible for your shipping cost in returning or exchanging product. Returns will not be accepted if freight has been charged to our account with our courier company.

