

## Order / Contact Information

	Phone	Email	Website
<b>International-Toll</b>	+1-678-343-9125	info@aelortho.com	www.aelortho.com
<b>Italia Office</b>	+39-02-91616318	info@aelortho.com	www.aelortho.it
<b>Slovenia Office</b>	+386 (0) 59024669	info@aelortho.eu	www.aelortho.eu

### Terms and Condition

#### PRICING

Product pricing is available online by logging onto our website with your customer number and password. Placing items in the shopping cart will display the price of the product. Step-by-step website for more information contact during our regular office hours and our customer service representatives will be happy to assist you.

#### PAYMENT

Orders are accepted based on payment whit Credit card or Transfer in advance. All invoices are to be paid in U.S. dollars. Prices listed are F.O.B. point of origin. A&L Int. accepts PayPal, MasterCard, VISA and American Express for any purchase. When using credit cards, please provide complete name, card number and expiration date. We request a minimum order of US \$50.00 to help keep processing costs down. A packing slip and invoice are enclosed with each shipment. A statement covering all transactions is mailed monthly. A 2.5% (\$2.00 minimum) per month service charge on overdue balances will be added to accounts.

#### SHIPPING

AEL Orthodontics LLC maintains a toll-free phone line, and e-mail service for our customers' convenience. AEL Orthodontics LLC products may also be ordered from our secure web-store quickly and easily 24/7. The site contains our catalog as well as technical data and product updates. Most orders will ship 2 business days from your confirmed order. All shipping is billed with the order. A correct product code must be provided for an accurate shipment, otherwise claim are not going to be accepted. Place your order before 11:00 A.M. E.S.T. and request overnight shipping when you place your order. Otherwise we will ship your order via common carrier.

#### SHIPPING RATE

We ship our merchandise utilizing the best available packaging material in order to protect the goods from possible damage. All products will be shipped in appropriate box and we have been advised by their business consulting department on how to perform proper packaging procedure. Orders will be shipped by selected major freight company according the zone of delivery. Standard shipment is via ground service (5 to 7 business days) but you may choose the faster air services at additional cost.

#### RETURN POLICY:

AEL Orthodontics warrants all materials and workmanship to be free from defects. AEL Orthodontics reserves the right to final determination as to acceptance of product for exchange or credit. Restock fees may apply. Prior to the return of any merchandise, please contact AEL Orthodontics Customer Service for a return authorization number. Custom products, i.e. retraction arch wire, pre-welded products, bands, products requiring refrigeration and chemical products cannot be returned. Products must be returned within 10 days from date of purchase. Products may be returned for credit within 10 days from date of shipment under the following conditions. No claims will be accepted 10 days after the delivery of shipment.

1. All products must be in new and resalable condition, of current design and in its original packaging.
2. Returns must be shipped, prepaid and insured.
3. A copy of the packing slip and written reason for the return must accompany the products.
4. A&L International's inspection, evaluation and physical count of the returned items is final.
5. A 15% restocking fee may be applied to your account.

Due to OSHA regulations regarding possible exposure to blood borne pathogens AEL Orthodontics is prohibited from accepting instruments for evaluation without proof of sterilization. Unless proof of sterilization is evident, AEL Orthodontics LLC reserves the right to either destroy these items or return them to the customer.