

## 1. Ordering

Please include the following with your order:

- Quantity
- Part number
- Description
- Signature of person placing the order
- Approximate shipping date required
- Method of transportation
- Purchase order number

## 2. Return of Special Design + Regular Merchandise

Orders for equipment, cabinetry and containment/boarding of special design, construction, finish or upholstery are not subject to cancellation after your acceptance of our acknowledgement. Special design products, custom design cabinets/containment and special upholstery **WILL NOT** be accepted for credit.

Authorization must be obtained for the return of any item. If return is authorized, transportation charges must be prepaid. Items returned for credit are subject to a charge of 25% or more to cover inspection, reconditioning and repackaging. Anesthesia accessory returns are not accepted for rubber goods over 30 days old, rubber goods not in original, sealed package and all hoses. Goods without a Return Goods Authorization (RA) and merchandise more than 90 days old (from Midmark invoice date) are also not accepted for return.

**Note:** Certain items are non-refundable: Special Orders, Midmark Cabinetry, Custom Configured Containment, Care Exchange™ Workstations, Large Narcotic Safe, Discontinued Items or Parts, Custom or Nonstandard Colors, Service Upholstery and Service Parts if value is less than \$50.

## 3. Freight Damage

It is the consignee's responsibility to count and inspect upon receiving. Merchandise arriving with external damage should be described on Proof of Delivery, Delivery Receipt or Bill of Lading. In case of concealed damage, consignee must contact the carrier within 5 days after receipt and claims for damage instituted.

## 4. Improve Product Quality

Midmark Corporation reserves the right to change design and construction without notice.

## 5. Order Changes

Any requested change to an order after the acknowledged ship date could result in an extensions of the scheduled ship date. The new ship date will be re-scheduled/acknowledged based on the extent of the changes requested.

## 6. Containment + Cabinetry Order Changes

All changes should happen before the receipt of the order. Order changes made after receipt of an order may incur a change fee and a shipping date change. This fee will cover materials, labor, and handling costs. All changes must be submitted in writing. Upon review and approval of changes, the order will be moved to the next available ship date.

Request to reschedule or delay shipment of orders that have been built will incur storage and handling fees until shipped.

## 7. Special Order Requirements

Any order requiring special deviation from standard product will carry the following disclaimer:

We hereby accept and acknowledge the above captioned order provided, however, because of the special nature of this order in that this equipment is being supplied upon special design specifications, special materials, and/or field modification, as per your request, the standard warranties of Midmark on its products are not applicable to the order, and this acceptance and acknowledgement is conditioned upon you indemnification and promise to hold Midmark, its officers, employees and agents, harmless in respect to any and all warranty claims, damages, both direct and consequential, expenses, costs, and any liability arising from the use of or relating to this special equipment.

## 8. Vaporizer Service Policy

Midmark offers service on Midmark vaporizers. Products returned for service require a return authorization (RA). Contact Customer Experience at 1.844.856.1236 to obtain an RA number. Send the product freight prepaid. A purchase order number must accompany the vaporizer.

Subsequent to servicing, each vaporizer has a separate service and performance record established which is on file in the Midmark Vaporizer Service Center in Versailles, Ohio. Should the need arise to verify that your equipment has been maintained to manufacturers specifications, we will be happy to supply this information.

## 9. Imaging Order Information

Imaging products are not available through all Midmark authorized dealers. Please contact Midmark Veterinary Customer Experience if you need assistance locating an authorized dealer in your area.

## 10. Order Cancellation

Cancellation 48 hours from time of order placement is subject to penalty. An assessment will be made at the time cancellation to determine the amount of penalty including material, labor and handling costs.

Cancellations must be received in writing. Non-standard color and custom configuration orders may not be cancelled without penalty.

Orders for equipment, cabinetry and containment/boarding of special design, construction, finish or upholstery are not subject to cancellation after your acceptance of our acknowledgement. Special design products, custom design cabinets/containment and special upholstery WILL NOT be accepted for credit.

## 11. Shipping FOB Factory

Please call your Project Coordinator for shipping quotes at 1.844.856.1236.

Standard lead times may vary from typical order time frame.

Request to reschedule or delay shipment of orders that have been built will incur storage and handling fees until shipped.

## 12. Custom Orders Quoted Outside of Design Service

Custom orders created outside of Design Service follow this sequence:

1. Product Quoted
2. Order placed by PO or down-payment
3. Product design created
4. Sign-offs
5. Release to production

## 13. Custom Order Changes

All changes should happen before the release of the order. Order changes made after release of an order may incur a change fee and a shipping date change. This fee will cover materials, labor and handling costs.

### See Midmark's Terms and Conditions of Sale:

[midmark.com/service-support/terms-conditions](https://midmark.com/service-support/terms-conditions)