

Myrdal Orthopedic Technologies Inc. (MOT Inc.) is pleased to provide you with quality products and services for your Prosthetic, Orthotic and Pedorthic fabrication requirements. Our products have proven themselves worldwide, through daily use in many facilities.

Always read and follow manufacturer instructions, and familiarize yourself with product safety data sheets.

Please be sure to implement all necessary safety equipment and procedures, failure to do so may result in preventable injuries.

NEW ACCOUNTS:

All orders must be prepaid until credit has been established.

To open an account with MOT Inc., please submit a credit application. An application form can be found on our website or will be provided upon request. We require three trade references and the name and address of your financial institution. You will be notified of your credit status as soon as possible.

FOREIGN ACCOUNTS:

Orders received from outside of Canada require a confirmed irrevocable Letter of Credit, Bank Draft or other form of payment in advance. All orders will be shipped only after foreign checks have cleared.

TERMS:

Net 30 days, 1 ½ % per month service fee on overdue accounts. Please include our invoice number with your payment remittance. Credit Card orders can (at the discretion of MOT Inc.) be subject to a 2% handling charge unless credit card payment is indicated at the time of order. MOT Inc. requires a purchase order or reference number for every order, as it is a required field in our system. These enable us to link all orders and invoices pertaining to your purchase.

If a customer account shows an invoice(s) exceeding 60 days, MOT Inc. reserves the right to hold any new orders until account is brought up to date.

MINIMUM ORDER:

Our minimum order is Seventy Five dollars (\$ 75.00). This is in place to assure both parties can conduct business in a profitable manner.

PRICES:

All prices are F.O.B. Myrdal Orthopedic Technologies Inc., unless otherwise specified. Taxes are not included in our pricing and will be added to your invoice if applicable. Prices will be provided in country of origin and are subject to change without notice.

Custom devices supplied by Myrdal Orthopedic Technologies are zero rated for tax purposes if being supplied from a physician's prescription.

Applicable taxes in region delivered are the responsibility of the customer.

ORDER METHODS:

We accept orders via: Phone, Fax, Email, and Online.

When placing orders verbally: we will review your order with you to ensure accuracy and it will be considered correct. We will also indicate whether the products ordered are in stock, special order, or on backorder.

If you receive an item shipped in error (ie: item differs from listing on the packing slip), it will be replaced by MOT Inc. with no additional shipping costs.

When placing your orders by fax: we will send you a confirmation in the same manner we received it. We will also indicate whether the products ordered are in stock, special order, or on backorder.

If there is no part number listed and only a description is provided, we will suggest a part number for you to use. This must be approved before your order will be processed.

When placing your orders by email: we will send you a confirmation in the same manner we received it. We will also indicate whether the products ordered are in stock, special order, or on backorder. If there is no part number listed and only a description is provided, we will suggest a part number for you to use. This must be approved before your order will be processed.

When placing your orders online: you will be sent an email of your order. This will serve as your confirmation that the order was successfully placed and received by us. If you have not received a confirmation within 24 hours please check your account and assure that there is a valid email address in your account info. We will send your order confirmation to the email listed on the order and indicate any price corrections, special order or backordered items.

CUT TO LENGTH AND SPECIAL ORDER ITEMS:

Products sold per foot (or cut from a roll), and any other products that are cut to length (or size) are non returnable.

Special order items may be listed as a back order on MOT Inc. paperwork and in the system, but do not meet the criteria of our freight free back order shipping policy.

SHIPPING:

All orders are shipped by UPS / Canada Post (Small Packages) or Greyhound Courier / Sameday Worldwide (4' x 4', skids etc.), unless otherwise specified by the customer.

There may be a delay in shipping when a different carrier is requested, and customer will not be credited for any freight free offers with this method.

In order to provide you greater visibility of your shipments via UPS, we will request an email address for shipping notifications. You will be notified of when the shipment has been picked up, any exceptions and upon delivery. You can also check on the status of your shipment by following the tracking number link provided by email.

All orders of \$500.00 or more will be shipped freight free via standard ground service.

If a higher level service is requested, the cost difference will be charged.

Some exceptions apply to the \$500.00 free shipping. This includes but is not limited to: special order items, equipment purchases, and custom fabrication.

DROP SHIPMENTS:

These do not occur often, but when they do we may assess a \$40.00 RUSH drop shipment fee from some of our vendors.

All drop shipments from the USA will be shipped via UPS Express Saver. We do this to assure the lowest landed costs as it saves on brokerage fees and in some cases duties and taxes.

If you have a brokerage account we will require the full company name, address, point of contact, phone and fax as well as your account number. This is required for the NAFTA paperwork (if applicable) and to reduce the chance of the shipment being held and delayed at customs for clearance.

BACK ORDER STATUS:

Customers will be notified by phone or email when we have more information regarding any back ordered items.

Back ordered items count towards freight free shipping, but if a back ordered product is cancelled at a later date and the original order is reduced to less than \$500.00 (freight free minimum), shipping charges will apply. Additional freight charges will not apply when regular stock items are back ordered.

RETURNS:

A return authorization number is required for every return of regular stock items. You may request an RA Form or use the PDF on our website once the return is authorized by MOT Inc. All items must be in saleable condition. Freight expense will be the customer's responsibility unless MOT Inc. has made an error. Any shipping errors must be reported to MOT Inc. within two days of receipt of order.

Special order items are not returnable unless we have made an error in your specifications.

A copy of the invoice or packing slip and a Return Authorization Form must accompany all returns. This will assure both parties have accurate tracking and paperwork. Appropriate credit will be applied to your account.

A re-stocking charge of up to 25% may apply if deemed necessary by MOT Inc. on regular stock items.

At our discretion, MOT Inc. may authorize a return on a Special Order item(s) but will assess a 40% restock fee.

WARRANTY/REPAIRS:

Custom orthopedic devices fabricated completely (components included) by Myrdal Orthopedic Technologies (MOT Inc.) are warranted for a period of three months from the delivery date.

Non-warranty repairs are covered for a period of two months from the repair date.

MOT Inc. will deal with any manufacturer's warranty on products supplied by MOT Inc. Any unauthorized repairs, deviation from directions or modifications will void the manufacturer's warranty. MOT Inc. requires all serial numbers, purchase date, and original invoice number when making a claim.

CLAIMS FOR DAMAGES:

These are usually the responsibility of the delivering carrier. Make sure to notify the delivery driver when accepting a damaged package. Save shipping cartons and packing materials for inspection. Please do not return merchandise but notify us (no later than two days from receipt of order). We will provide you with all the necessary information to make a damage claim.

Note: All orthopedic appliances sold by MOT Inc. are the ultimate responsibility of the person or persons, proprietorship or corporation that supplies the product to the end user. MOT Inc. will accept no liable responsibilities for products being dispensed to the aforementioned end user.