



## Terms and Conditions of Sale

[www.aolab.com](http://www.aolab.com)

### Reward Program

AOA has designed a discount schedule by rewarding offices that send a great volume of work to the laboratory. To qualify, your quarterly purchases are tallied and a percentage rebate is designed with a minimal quarterly purchase amount of \$5,000. This program is progressive with a maximum reward of 20%. A credit memo is issued to your account at the conclusion of each quarter.

### Quarterly Purchases

5,000	10%	11,000	16%
6,000	11%	12,000	17%
7,000	12%	13,000	18%
8,000	13%	14,000	19%
9,000	14%	15,000 +	20%
10,000	15%		

### Warranty

AOA will repair or remake any appliance if failure is due to defective material or faulty workmanship within the warranty timeframe:

Retainers	3 months
Functionals	3 months
Metals	3 months
Herbst	6 months
MARA	6 months
Prezurv	6 months
Memotain	12 months
- Mfg Warranty wire defect	24 months
Parts Orders	30 days
3D Fixed Metal Appliances	12 months
3D Removable Metal Appliances	24 months

**We reserve the right to determine possible patient abuse. Unreasonable amount of elapsed time in the return of any such appliance will determine whether a charge may be made for repair or replacement.**

Please return the original appliance (ensure the appliance is sterilized and sent in a sterilized bag), original working models (or setup in the case of Spring Retainers), current impression or model, wax bite registration (if applicable), along with a new prescription sheet detailing the problem encountered. Parts Orders must be returned in the original packaging.

Note: Credit will be processed if product is still under warranty at 100% for material failure, fit issue, and returned parts orders if set within the guidelines.

### Appliance Protection Plan

For your patient's/parent's security, AOA has designed an Appliance Protection Plan. The replacement fee starts at \$33.50 for Retainers and increases progressively based on the type of appliance. Contact our Centralized Communication Center to review this plan in more detail.

### Price Structure

AOA developed a detailed pricing format that allows you to custom design each appliance and only be invoiced for the exact components requested. This format allows you to control your costs. Please review specific prescription requirements with our Technical Department. They will develop a Technical Standing Instruction (TSI) computer profile for all future work.

### In-Lab Work/Schedule Requirements

AOA appreciates that each office demands different turnaround time commitments; therefore, it is imperative that your office manager review your personal schedule with our Centralized Communication Center. Please record a definitive "Placement Date" on each prescription sheet so that our Receiving Department will schedule work accordingly. We suggest that your placement date precede actual insertion date by two days. This procedure will overcome any patient inconvenience should delays occur in the return of a shipment.

Please remind your staff the importance of a definitive placement date – do not leave this category blank on the prescription form. Also, we recognize "emergency cases" and have designed alternative shipping procedures for special treatment of any cases requiring an expedited return.

### Discount and Rebate Disclosure

Applicable discounts may be subject to a later rebate. Note that you may have an obligation to reflect discounts given and/or earned on purchases on any cost report forms submitted to a federal, state or local government or private payer who provides reimbursement for that product.

### Shipping and Handling - US Accounts

For a prepaid "UPS" mailing label, log onto [www.aolab.com](http://www.aolab.com) or [www.aoaaccess.com](http://www.aoaaccess.com) and click the "click here to get a label" UPS icon on our home page. Fill in the needed information

to obtain the label. Simply tape the label on the box and coordinate a UPS pick-up. AOA returns cases via UPS and will utilize second day air services when necessary. A charge is entered on each invoice based on how many patient cases are received together in one package from your office. **By consolidating the cases your practice sends to AOA (taping several individual boxes together as one package), you can greatly REDUCE or ELIMINATE shipping charges per patient.** Also, if your office chooses not to send a case using our pre-paid mailing labels, an inbound shipping charge of \$3.00 will be deducted from the following S&H schedule of charges.

1 patient per package	\$18.50
2 patients per package	\$14.75
3 patients per package	\$14.25
4 patients per package	\$13.25
5 patients per package	\$11.25
6 patients per package	n/c
Digital – all others	\$11.25

### Shipping and Handling - International Accounts

We will ship return cases via UPS and bill accordingly. This will be reflected on the individual invoice. Prepaid labels provided at [aolab.com](http://aolab.com) or [aoaaccess.com](http://aoaaccess.com) by clicking the UPS link on our home page.

Due to Customs compliance, AOA will no longer be able to accept case submissions via any postal mail service. Please see [www.aoaaccess.com](http://www.aoaaccess.com) to generate a prepaid UPS label for shipping international cases to AOA.

"These items are controlled by the U.S. government and authorized for export only to the country of ultimate destination for use by the ultimate consignee or end-user(s) herein identified. They may not be resold, transferred, or otherwise disposed of, to any other country or to any person other than the authorized ultimate consignee or end-user(s), either in their original form or after being incorporated into other items, without first obtaining approval from the U.S. government or as otherwise authorized by U.S. law and regulations."

Prices subject to change without notice.

Visa and MasterCard payments accepted

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