

Terms and Conditions of Sale

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 \$3,000. 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

| | | | |
|--------|-----|--------|-----|
| 3,000 | 6% | 11,000 | 14% |
| 4,000 | 7% | 12,000 | 15% |
| 5,000 | 8% | 13,000 | 16% |
| 6,000 | 9% | 14,000 | 17% |
| 7,000 | 10% | 15,000 | 18% |
| 8,000 | 11% | 16,000 | 19% |
| 9,000 | 12% | 17,000 | 20% |
| 10,000 | 13% | | |

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 |
| RWB/RWII | 3 months |
| Simpli5 | 6 months |
| Metals | 3 months |
| Positioners | 12 months |
| Herbst | 6 months |
| MARA | 6 months |
| Parts Orders | 30 days |

We reserve the right to determine possible patient abuse, unreasonable amount of elapsed time in the return of any such appliance and 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 RWB, Positioner or Spring Retainer), 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.

Appliance Protection Plan

For your patient's/parent's security, AOA has designed an Appliance Protection Plan. The replacement fee starts at \$23.50 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.

Shipping and Handling

AOA provides prepaid "UPS®" or "Priority Mail" mailing bags for your convenience – simply place the shipping carton inside the bag and coordinate a pick-up with UPS immediately. AOA returns cases via UPS or FedEx and will utilize second day air services when necessary. A charge is entered on each invoice based on how many patient cases are received in a package from your office. **By consolidating the cases your practice sends to AOA (taping several individual boxes together as one), you can GREATLY reduce or ELIMINATE shipping charges per patient.** Also, if your office assumes the cost of sending us the model(s), \$3.00 will be deducted from the following S&H schedule of charges.

| | |
|------------------------|---------|
| 1 patient per package | \$13.50 |
| 2 patients per package | \$10.75 |
| 3 patients per package | \$9.75 |
| 4 patients per package | \$8.75 |
| 5 patients per package | \$6.50 |
| 6 patients per package | n/c |
| Digital – all others | \$7.50 |
| Digital – Lythos | n/c |

International Accounts

We will ship return cases via UPS and bill accordingly. This will be reflected on the individual invoice. Canada ships via UPS World Ease. We can also provide prepaid UPS labels for practices in Canada. AOA partners with International Distributors to help in shipping logistics.

These commodities, technology or software were exported from the United States in accordance with the Export Administration Regulations. Diversion contrary to U.S. law is prohibited.

Prices subject to change without notice.

Visa and MasterCard payments accepted.

2014 AOA. All rights reserved. UPS, UPS WorldShip, the UPS brandmark and the color brown are trademarks of United Parcel Service of America, Inc.

001-624 Rev G