



1145 Towbin Avenue  
Lakewood, NJ 08701

**Manufacturer's Limited Warranty**

Manufacturer warrants only that each Product (a) is manufactured in accordance with good manufacturing practices, as required by the FDA; (b) is true to label; (c) conforms to specifications; (d) is free from defects in materials and workmanship; and (e) is not adulterated or misbranded within the meaning of the Federal Food, Drug, and Cosmetic Act, as amended (collectively, these warranties constitute the "Limited Warranty"). The Limited Warranty for each Product purchased under this Agreement commences upon delivery of the respective Product to the Buyer and extends for a period of either four (4) years after the lot code date (as reflected in the packaging materials) for sterilized Products or ten (10) years after the lot code date for non-sterilized Products. Manufacturer does not warrant either a good effect or against any ill effect following a Product's use. In the event that defects covered by the Limited Warranty are shown to exist at any time during the warranty period, upon written notification delivered to Manufacturer within the warranty period, Manufacturer will replace the Product at no cost to Buyer.

THE LIMITED WARRANTY SET FORTH HEREIN IS EXCLUSIVE AND IN LIEU OF ANY OTHER WARRANTIES AND MANUFACTURER HEREBY EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. NO REPRESENTATIVE OF MANUFACTURER MAY CHANGE ANY OF THE WARRANTIES SET FORTH HEREIN. FURTHER, MANUFACTURER SHALL HAVE NO LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOST PROFITS.

BUYER ACKNOWLEDGES THAT ANY RECOMMENDATIONS OR TECHNICAL ADVICE FURNISHED BY MANUFACTURER OR ITS REPRESENTATIVES CONCERNING THE USE OR APPLICATION OF THE PRODUCT, INCLUDING BUT NOT LIMITED TO INFORMATION CONTAINED ON MANUFACTURER'S WEBSITE, IS BELIEVED TO BE RELIABLE, BUT MANUFACTURER MAKES NO WARRANTY, EXPRESS OR IMPLIED, WITH RESPECT TO SUCH INFORMATION OR THE RESULTS EXPECTED TO BE OBTAINED.

**Manufacturer's Return Policy**

1. To be acceptable for credit or exchange, returned goods must have been purchased during the preceding 12 months, be in current trade packaging, and in salable condition per our factory inspection.
2. Authorization to return goods for credit or exchange must be obtained by contacting our Customer Relations Department. An RMA # will be assigned to your return.
3. Shipments must be sent prepaid to Lakewood, NJ accompanied by the following:

- Assigned RMA# must be marked on the outside of the carton as well as the paperwork inside package.
- Any return that does not indicate an RMA# will be returned to the customer along with our RMA Policy for your information and review.
- A copy of the SS White invoice and/or Customer's Purchase Order must be included with the return.
- A copy of the packing slip (if available) should accompany the return.

4. Please use the following address to return all products.

SS White Burs, Inc.  
Returned Goods Department  
1145 Towbin Avenue  
Lakewood, NJ 08701

5. Merchandise returned with prior authorization and an assigned RMA number on the carton will be accepted for credit or exchange at the current "price list" price or original purchase price, (whichever is lower), less a handling charge of \$25.00 or 15% (whichever is higher), with the exception of defective product returns or recalled product.

6. All returns are the responsibility of the Dealer. All shipments must be sent prepaid. In the event goods are shipped collect; the shipping expenses will be charged back to the customer's account.

7. When returned goods are received and have been found unacceptable for exchange or credit, they will be returned freight collect. Special order items and dealer overstock may not be returned for credit or exchange.