

CONDITIONS OF SALE

Products may be returned for credit within 60 days of shipping only under the following conditions:

1. Product must be new, in sellable condition, and in the original unopened packaging.
2. **Custom product such as bands and bonding bases with welded or brazed combinations, Doctor's specials, and refrigerated products may not be returned for exchange or credit at any time.**
3. Product will be accepted only from the original purchaser and only when delivered to our Carlsbad, California U.S.A. Headquarters.
4. Returned merchandise must be shipped pre-paid and insured for the full value. Never return merchandise in an envelope.
5. Returned merchandise must be accompanied with a Return Material Authorization (RMA) Number and note explaining the reason for the return.
6. Products returned for credit will be subject to a minimum 15% handling and restocking charge. Items returned after 60 days of shipping will be accepted at the discretion of Henry Schein Orthodontics. No product will be accepted for return if shipping date is beyond one (1) year.
7. *Henry Schein Orthodontics* representatives are not authorized to approve or pick up return merchandise. Please contact *Henry Schein Orthodontics* to get a RMA Number by calling Customer Service at 1.800.547.2000. Once you have your RMA Number, please return your product with your RMA Number referenced on the packaging to:

Henry Schein Orthodontics, Attn: Returns
1822 Aston Avenue
Carlsbad, CA 92008-7306

SHIPPING AND HANDLING

All prices are F.O.B. shipping point. Shipping and handling charges and sales tax (if applicable) will be added to invoices.

ORDER TERMS AND CONDITIONS

Orders are accepted on basis of payment within 30 days after shipment from factory, subject to credit approval. A packing slip is enclosed with each shipment and a separate invoice is sent by First Class Mail. Any outstanding balance not paid within 30 days will be subject to a finance charge of 1.5% per month, an amount equal to 18% per year. Payment may be made by check, VISA, MasterCard, American Express, or Discover Card. All payments are made to our U.S.A. headquarters and must be in U.S. funds.

PRODUCT IMPROVEMENTS, PRICE, AND TECHNIQUE CHANGES

Our commitment is to continually advance and improve our products. Therefore, we reserve the right to upgrade the design and quality of the products we produce and sell. We also reserve the right to change prices and/or design, or discontinue products without prior notice.

Changes in technique, archwire size, brackets or band preferences (i.e., *Temptra* Bands for *Epic* Bands) will be accepted for exchange only if product is new, in sellable condition, and in the original unopened packaging, a non-custom product, and returned from the original purchaser within one (1) year of shipping date. Note: your dollar cost of every order of new but similar products will be reduced by 50% on minimum orders of \$500.00 (reflecting the value of your exchanged products), until the full amount of your exchanged product has been exhausted against orders. A 15% service charge will be assessed to cover the cost of inspection, re-stocking or re-packaging.

WARRANTIES

Ortho Organizers, Inc. sole obligation and the customer's sole remedy in the event of any claimed defect shall be limited to replacement of merchandise, or at *Ortho Organizer's* option, refund of the purchase price. ALL IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE OR USE ARE DISCLAIMED.

Ortho Organizers must be contacted for a Return Material Authorization (RMA) Number and a written notice of claimed defect must be sent to Henry Schein Orthodontics, Attn: Returns, 1822 Aston Avenue, Carlsbad, CA 92008-7306 within a reasonable time after discovery not to exceed one (1) year from the date of delivery.

Band and Brackets

All bands and brackets are warranted for Single Patient Use Only. We cannot warranty, under any circumstances, bands or brackets which have been recycled.

INSTRUMENTS

Ortho Organizers Endura Plus Pliers Warranty Policy

Ortho Organizers warrants *Endura Plus* Instruments to be free from any defect in material or workmanship, corrosion, or separation or fracture of inserts for a period of one (1) year from the date of purchase. Failure to follow all recommended use, maintenance, care, and cleaning procedures will void warranty claims. Proof of recommended maintenance may be required where applicable.

Care and Cleaning

For *Endura Plus* Instruments, all recommended care, cleaning, and sterilization procedures, as described in the Instructions for Use, must be fully adhered to. Failure to follow the recommended procedures will void the warranty. For *Endura Plus* Instruments, the use of rust inhibitor and silicone lube in the pliers' joints is required after each cleaning and sterilization.

Recommended Maintenance

Warranty does not include normal routine maintenance. All *Endura Plus* Instruments should be reconditioned and re-sharpened every six (6) months. *Ortho Organizers* will re-sharpen or replace at no cost any *Endura Plus* Cutting Pliers which fail to properly cut their intended wire sizes within the first six (6) months of purchase.

WARRANTIES AND CLEANING

Except as expressly, provided above, there are no other warranties on *Ortho Organizers Endura Plus* Instruments, expressed or implied, with regards to description, quality, merchantability, or fitness for a particular purpose. The liability for any warranty claim shall not exceed the purchase price of the instrument that is the basis of such claim.

STERILIZATION RECOMMENDATIONS

For *Endura* Instruments, dry heat sterilization is best suited for destroying live microorganisms and is the recommended sterilization method. **DO NOT AUTOCLAVE ENDURA Plus Instruments!** This method ensures long life for insert-tipped instruments because there is no moisture, pressure, or chemicals involved. Many quick-cycle dry heat units do not cause metallurgical damage because they operate within reasonable temperature levels. Heat sterilization instruments should be dried while hot to prevent corrosion. Important: Wipe clean pliers and instruments thoroughly before sterilizing.

IMMERSION DISINFECTION AND STERILIZATION

We recommend the use of cleaning products that contain a rust inhibitor that has been proven safe for carbon steel. **Never immerse pliers in:** Glutaraldehydes with phenols, iodophor surface disinfectants; Chorinedioside, Sodium hypochlorite compounds or water.

Stainless steel should not be exposed to the following chemicals: Sodium Hypochlorite (household bleach), Tartaric Acid (stain and tartar remover), Aluminum Chloride, Barium Chloride, Bichloride of Mercury, Calcium Chloride, Carboic Acid, Chlorinated Lime, Citric Acid, Dakin's Solutions, Ferrous Chloride, Lysol, Mercuric Chloride, Mercury Salts, Phenol, Potassium Permanganate, Potassium Thiocyanate or Stannous Chloride. Also, NEVER use Aqua Regia, Ferric Chloride, Sulfuric Acid or Iodine with stainless steel.

Immersion of pliers for the shortest time (within manufacturer's guidelines), will minimize chemical exposure and still retain effectiveness. Avoid metal-to-metal contact of pliers' tips when loading trays. Lubricate hinge joints each week with a quality, pure silicone lubricant.

ORTHO ORGANIZERS' TRIUMPH INSTRUMENT WARRANTY POLICY

Triumph Orthodontic Instruments provide warranty against material defects and craftsmanship for the life of the product. Cutters are guaranteed for seven (7) years, benders and utility pliers for ten (10) years, and Mathieu Pliers are guaranteed for one (1) year. This covers corrosion, joint failure, and breakage under normal use. Proper cleaning and maintenance is required to maintain the warranty. This warranty may be void if instruments are not properly cared for, including cleaning and lubrication. *Ortho Organizers* reserves the right to decide whether an instrument is to be repaired or replaced. Sharpening cutters and repairing minor tip damage is not covered by warranty as it is considered routine maintenance for normal use.

Cleaning

Clean and remove any bulk debris immediately after use. Use an enzymatic cleaning solution in an ultrasonic cleaner to clean instruments. Your ultrasonic solution should be changed daily. Hinged instruments should be cleaned and sterilized in the open position. Discoloration and oxidation may occur if instruments are improperly cleaned. To increase the life of your instruments, clean them well. Use detergents and disinfectants suitable for use with medical and/or dental instruments. Follow manufacturer's instructions related to concentration and length of exposure.

Lubrication

To increase the life of your instruments, routine lubrication is recommended. Prior to sterilization, lubricate instruments. This should be done at least weekly. Use only lubricants designed for precision hinged instruments. If using a dry heat sterilizer, be sure to use a lubricant that is compatible with the operating temperatures of your dry heat unit.

Sharpening

Regular sharpening of your cutter will increase its service life, and its ability cut more effectively. Frequency of sharpening depends on: the frequency of use, as well as, the types and diameters of archwires on which the cutter is being used. Check cutters frequently to assess if sharpening is needed.

Sterilizing

Instruments should be in the open position when sterilized. The most efficient method is steam autoclave. *Triumph* Orthodontic Instruments are actually designed for use with steam autoclave. Steam autoclaves will not dull cutters. Other types of sterilizing methods include chemical vapor or dry heat. Using cold sterilants is not recommended. If used, they can chemically attack your instruments. All sterilizing units must be clean and operating properly.

Corrosion

Triumph Orthodontic Instruments are very resistant to corrosion. You can prevent corrosion problems by properly following all manufacturers' recommendations. Discoloration may appear that may not be corrosion. Organic materials that remain can give the appearance of corrosion and be mistaken for rust. Never mix a corroded instrument with new instruments as oxidation may be spread to new instruments. It is recommended that a corroded instrument be discarded and replaced.

Routine Maintenance and Non-Warranty Repairs

Do not send pliers to *Ortho Organizers* for routine maintenance, sharpening, or re-conditioning six (6) months after purchase or later. Normal maintenance, including re-sharpening and reconditioning, may be obtained at Henry Schein Pro Repair (Please see Warranty Returns below for contact information).

WARRANTIES, PATENTS, AND TRADEMARKS

WARRANTY RETURNS FOR ALL ORTHODONTIC INSTRUMENTS

Pliers which are defective under the terms of the warranty policy, and have not been misused or tampered with, may be returned to *Ortho Organizers* for repair or replacement at *Ortho Organizers* option. Contact *Ortho Organizers* and obtain a Return Material Authorization (RMA) number prior to returning the pliers by calling Customer Service at 1.800.547.2000. Once an RMA Number is assigned, ship the product with this RMA Number visible on the outer shipping package, along with the original invoice or packing slip, to Ortho Organizers, Inc., 1822 Aston Avenue, Carlsbad, CA 92008-7306. Please note that an RMA Number is mandatory, and any product received by *Ortho Organizers* without an RMA Number visible on the packaging will not be accepted. Routine Maintenance and Non-Warranty Repairs: Do not send *Endura* Plus Instruments or *Triumph* Instruments to *Ortho Organizers* for routine maintenance, sharpening, or re-conditioning six (6) months after purchase or later. Normal maintenance, including re-sharpening and reconditioning, may be obtained at:

HENRY SCHEIN PRO REPAIR

137 Commercial St., Ste 300
Plain View, NY 11803
Phone: 516.719.2111
Web: www.prorepair.com
Email: prorepair@henryschein.com

Alternative maintenance providers may also be used. *Ortho Organizers* does not warrant actions by any maintenance service providers, and assumes no responsibility for the results of any maintenance services performed.

NON-WARRANTY REPAIRS

For non-warranty repairs and sharpening, please contact Precision Plier Service.

WARNING

Many of *Ortho Organizers/ Henry Schein Orthodontics'* products are made of stainless steel and/or nickel titanium. Stainless steel contains nickel and chromium. Nickel titanium contains nickel. Also cobalt-chromium contains chromium and a trace of nickel. A small

percentage of the population is known to be allergic to these metals. If an allergic reaction occurs, advise patient to consult a physician.

PATENTS AND TRADEMARKS

Certain products in this catalog may be covered by one or more of the following patents:

2,327,957	4,749,352	4,877,348
4,952,142	5,022,854	5,125,832
5,816,800	6,053,729	6,162,051
6,227,849	6,296,482	6,358,046
6,368,106	6,394,798	7,018,203
7,621,743	779573	

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Tip-Edge is a registered trademark of TP Orthodontics. Licensed under U.S. Patents # 5,125,832 and 4,877,398.

Carriere is a registered trademark of Orthodontic Research and Development, S.L. Sociedad Limitada Spain. Patent #7,621,743; 7,618,257; 6,976,839; 7,238,022

Fuji *ORTHO* is a registered trademark of GC America, Inc.

All orthodontic products and accessories sold by *Ortho Organizers* are intended for professional use only by trained clinicians.

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