



SHIPPING OPTIONS: (PLEASE CHECK ONE) ☐ USPS PARCEL POST ☐ USPS PRIORITY MAIL ☐ FEDEX GROUND ☐ FEDEX 2-DAY
☐ FEDEX EXPRESS MAIL ☐ FEDEX STANDARD OVERNIGHT ☐ FEDEX PRIORITY OVERNIGHT ☐ FEDEX FIRST OVERNIGHT

Terms & Conditions

Freight

Price quotes are FOB Sacramento, California. Prices are subject to change without notice. All orders will be shipped via FedEx or USPS unless the customer specifies otherwise. If FedEx is not a viable option, your order will be shipped via USPS. If special requests are made, additional handling charges will be applied on the invoice to cover the processing and delivery charges.

Acceptance

All orders are subject to approval by MDP. MDP reserves the right to alter the design or form of any product or to discontinue any product.

Line of Credit

MDP reserves the right to refuse orders, suspend credit, and cancel unfulfilled orders when credit conditions of a customer warrant such action.

Shipments, Damages, and Shortages

MDP will assume no responsibility or liability for unforeseen delays in making delivery. The customer shall inspect all items upon arrival and give written notice to MDP of any claim for a shortage, non-conformance or damage within 24 business hours after receipt of shipment. NO CONSIDERATIONS FOR THESE CONDITIONS WILL BE ACCEPTED AFTER 24 HOURS OF RECEIPT OF GOODS. MDP will make every effort to ship a replacement as quickly as possible.

Return Policy

A returned goods authorization number (RGA) must be obtained prior to returning any product(s) to MDP. Returns can only be granted and authorized by obtaining an RGA number, which can be obtained by calling or emailing MDP customer service. Product(s) returned without an RGA number will be returned to the customer or distributor, at our cost, with a letter of explanation. Issuance of an RGA number should not be interpreted as a final credit to your customer account. MDP reserves the right to evaluate incoming returns prior to issuing any customer credit or refund. Product(s) must be returned within 30 days of purchase for a full refund (excluding shipping and handling). There will be a 20% restocking fee for products returned after 30 days but before 45 days after receipt of shipment. Product(s) must be returned in its original packaging. No returns will be accepted 45 days from receipt of shipment. The following products cannot be returned: sterile products, which have been opened or returned after the expiration date, products that do not have original packaging, products with private label, custom made products, or custom etched products.

Warranty

All MDP products, except those that are custom made can be evaluated for quality, style, and craftsmanship for up to 30 days from the date of invoice. Full credit (excluding shipping and handling) will be issued for any instrument returned within 30 days of invoice date, provided the product is returned in original condition. MDP offers a limited 5-year warranty against manufacturing defects in materials and workmanship. MDP will either repair or replace any product that fails as a result of such a defect, at our discretion. MDP guarantees against breakage, joint failure, and corrosion under normal use.

Warranty Exceptions

Warranties are void for MDP instruments and products that prove defective as a result of improper care and cleaning or misuse. Instruments or products that are damaged in fire, flood, or other acts or disasters are also excluded from warranty. MDP makes no other representations or warranties regarding its instruments or products, either expressed or implied. In no event shall MDP be liable for any incidental, special, or exemplary damages nor loss of profits in connection with the use of MDP instruments and products.