

# Terms & Conditions of Sale

## Conditions

All DENTSPLY GAC products are manufactured to the highest standards under strict quality control procedures. GAC reserves the right to modify, improve, and change product specifications; to discontinue products; and to change price schedules as it may deem necessary without notice or incurring obligation. Products supplied as kits must remain intact until delivered to the dental office or laboratory. No kits may be split out for distribution.

## Warranty

All products manufactured by GAC are warranted to be defect free in material and workmanship for one year from date of purchase. GAC's sole responsibility will be, at its option, to replace, repair or credit the purchase price of a product in the event of a manufacturing defect. Unsatisfied customers may return any standard GAC product within 60 days of purchase for credit under the following conditions:

**An approved product return must have the RMA # [supplied by customer service] on outside shipping box.  
If a product is returned without an RMA number it will be returned to the customer and not processed.**

- Products must be standard catalog items in unused and resalable condition, and only from the original purchaser.
- Products must be of current design.
- Written explanation must accompany the return stating the reason for the dissatisfaction with the product with the approved RMA number listed.
- Returned merchandise must be properly packaged to withstand shipping. Customer must prepay all postage fees, including insurance value of package.
- Returns after 60 days will not be credited without prior clearance and/or letter of explanation, and will be subject to a minimum 20 % restocking fee.
- Send your return with RMA number on outside of box to:  
DENTSPLY GAC International  
Attn: Returns Department  
355 Knickerbocker Avenue  
Bohemia, NY 11716

## Please note:

- All GAC products must be in original sealed packaging to receive credit.
- GAC molar bands, brackets, and archwires are designed, manufactured and warranted for single use only.

The following products are non-returnable:

- GAC OrthoLab products
- GAC TechnoCenter hardware
- GAC TechnoCenter software (upon receipt of permanent key code)
- GAC Adhesives
- GAC Custom Welded bands
- GAC Instruments \*

\* All GAC instruments are warranted for sharpening, repair and routine maintenance for 1 year from purchase date. Please mail instruments to be serviced with GAC invoice, GAC account #, return address, and contact information to:

OrthoDental International  
2306 M.L. King Suite 1  
Calexico, CA 92231