

TERMS AND CONDITIONS

Freight

Price quotes are FOB Lakewood, Colorado. 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

We want you to be completely satisfied with your purchase, and MDP offers a 30-day satisfaction guarantee. If you are not satisfied with the product for any reason we do accept returns within 30 days of purchase under the following guidelines:

- Product is unused, clean, and not damaged (unless damaged during delivery) Must have original packaging and materials
- Buyer is responsible for all shipping costs and a restocking fee UNLESS THE PRODUCT SHIPPED IS DIFFERENT THAN THE ONE ORDERED, OR YOU RECEIVED A DAMAGED ORDER.
- If you do decide to return or exchange a product, you must call to have a Return Authorization Number assigned to the case. The buyer is subject to a 10% restocking fee, depending on the product, plus all shipping charges. For approved returns, refunds are credited after receipt and inspection of the product.
- The following information is required when a return or exchange is requested:
 - Original customer purchase order number and date
 - Date product was received by customer
 - Product description, model, and serial number
 - Reason for return
 - Contact name, telephone, and email

The buyer shall pay all freight charges on all products returned to Medical Device Purchase. Custom orders are not returnable.

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.