

Terms and Conditions

Terms

All prices, unless listed otherwise are FOB Aurora, Ontario. Payment terms are specified on each invoice. Discount does not apply to freight, installation/delivery and/or special color changes. A service charge of 2% per month (annual 24%) will be charged on past due accounts. All prices are subject to change without notice.

Warranty

Coburn Dental Systems warrants Coburn products to be free from defects in materials and workmanship only. No other warranties are expressed or implied. This warranty shall extend for one year (excluding water damage) unless otherwise stated. Written notice of breach must be given to Coburn Dental Systems within this period. Buyer's remedy of this warranty is limited to repair parts or replacement of items by Coburn Dental Systems. This warranty is void if items are carelessly used or improperly installed. No claim for labor or consequent damages will be allowed.

Water Damage

Proper care and maintenance must be adhered to in order to prevent water damage. This means thoroughly wiping excess water, solvents and liquids from countertops. Coburn Dental Systems is not responsible for water damage.

Returned Goods

A proper Coburn Dental Systems factory return authorization number (RA) must be obtained from Coburn Dental Systems for the return of any warranty or special sales situation. A Return Authorization form must be completed and faxed to our customer service department. If authorization is granted, transportation charged must be pre-paid on ALL return items and received in good condition. The RA number must be clearly marked on the packing slip. An RA number does not guarantee credit. Credit will not be issued until after receipt and inspection of the returned items has been assessed. All returned items are subject to a 20% restocking fee and credit will be based on the original invoice price.

Shipping and Transportation

Arrangements for preferred carriers should be made in advance, in the absence of shipping instructions Coburn Dental Systems reserves the right to determine the best mode of transportation based on the cabinet/equipment order.

Freight Damage

Merchandise arriving with visible external damage should be thoroughly inspected and clearly described on the bill of lading, by the customer, and the carrier should be notified immediately. If concealed freight damage is revealed upon unpacking of cabinets, the carrier and Coburn Dental Systems should be notified immediately. Digital photographs of all damages should be emailed within 10 days of receipt of the shipment. The carrier is responsible for damage or loss in transit. If damage is not noted on the bill of lading, the buyer must accept full responsibility for any damages discovered at a later date.
