

ORDERING INFORMATION, TERMS AND CONDITIONS*

The following terms and conditions apply to all orders for CaridianBCT products, but are subject to the terms and conditions of any written agreement executed by CaridianBCT and the customer pertaining to the products ordered.

A. Ordering Information

1. Telephone orders will be accepted by CaridianBCT at 877-339-4228, press 1, on the CaridianBCT toll-free calling system between 6:00 a.m. and 5:00 p.m. Mountain Time or fax 866-715-6768.
2. Orders may also be mailed to CaridianBCT, Order Processing, 10811 W. Collins Avenue, Lakewood, CO 80215-4439.
3. Receipt of the original purchase order is required for all equipment orders and orders over \$20,000. These orders are subject to acceptance by CaridianBCT prior to shipment of order. Purchase order numbers are required for all other orders.
4. Orders will be shipped from one of the CaridianBCT Regional Distribution Centers.

B. Pricing Credit and Freight

1. Freight terms are FOB destination with freight and handling charges prepaid and added to customer invoice.
2. Credit and business approval is required prior to shipment.
3. Please remit payment to address shown on invoice.
4. Prices, product specifications, and availability are subject to change without notice.

C. Terms

1. Net 30 days with established credit.
2. In the absence of established credit, payment in full must be furnished to CaridianBCT simultaneously with the placement of an order. CaridianBCT reserves the right to refrain from processing any such order until after the required payment is received.
3. CaridianBCT reserves the right to charge interest on unpaid balances at the rate of up to 1-1/2% (one and a half) percent per month or the highest rate permitted by applicable law, whichever is less, with such interest beginning to accrue on the date the payment was due. The Purchaser agrees to pay all reasonable attorney's fees and expenses that CaridianBCT may incur in connection with enforcing its rights for Products ordered and delivered to the Purchaser.
4. Products are warranted by the original manufacturer.

D. Returned Goods

1. Returned goods will be accepted only with prior written authorization from CaridianBCT.
2. Items to be returned must be in original, unopened cartons and in salable condition. (Broken cases are not returnable.)
3. Freight on all returned goods must be prepaid.
4. Returned goods are subject to a twenty-five (25%) percent restocking charge.
5. Merchandise held over six (6) months from date of invoicing is not returnable.
6. Outdated products are not returnable.
7. For return of products, contact Customer Support at 877-339-4228.

E. Damaged or Short Shipments

Damage or shortage must be noted on the delivery receipt at time of delivery. If damage is observed after opening, notify the transportation company within 5 days and request a Concealed Damage Inspection. Notify CaridianBCT Customer Service within 10 days of receipt whenever damage, short or incorrect product deliveries occur so that additional assistance can be provided.

F. Customer Support and Training Tools

Are you interested in the support and training tools CaridianBCT has available? We carry a broad selection of tools to support training, implementation, procedure development, and licensure submissions on our website, www.caridianbct.com. You must have Adobe Acrobat® to view documents. If you do not have this software you can download it free from Adobe's website.

CaridianBCT

- Ordering Information, Terms and Conditions
- Warranty Information

Trima Accel® System

- Equipment
- Disposables
- Accessories
- Solutions

Spectra Optia® System

- Equipment
- Disposables
- Accessories

Atreus® System

- Equipment
- Disposables
- Additional Services

COBE® Spectra System

- Equipment
- Enhancements
- Disposables
- Accessories

COBE® 2991 System

- Equipment
- Disposables
- Accessories

Elutra® System

- Equipment
- Disposables
- Accessories

Vista® System

- Information System Software

DonorMax System

- Information System Software

Additional Offerings

- Training Classes
- Equipment Maintenance

* Terms and conditions are for United States Only.