

## TERMS AND CONDITIONS OF SALES INSIDE THE U.S.

**1. TERMS:** Net 30 days from date of order shipment. Credit card orders are accepted using VISA, MasterCard, Discover, and American Express. No C.O.D. orders to A.P.O., F.P.O., or foreign addresses. Important note: for any accounts approved for credit terms, invoices going past 60 days of due date will result in the account losing credit terms, unless written approval is granted by Bernell Management. All invoices going past 90 days will be turned over to our partnering collections agency.

**2. PRICING:** Current catalog prices supercede previous prices and are subject to change without notice. Printing errors will be corrected when recognized.

**3. ORDERING BY FAX:** Please include your name, company name, address, phone, fax number, Bernell account number, and country, if foreign. Faxes are available for orders or inquires at all times at (574)259-2102 or (574)259-2103. Please utilize our "Quick Order Sheet" which is shown to the right, or can be found on our website homepage at [www.bernell.com](http://www.bernell.com).

**4. TELECOMMUNICATIONS SERVICES:** Our phones are answered 8:00am - 5:30pm EST. After hours, the calls are recorded and orders are entered the next day. Internet orders received before 2pm EST will be processed that day, otherwise orders will process the next business day. Our customer service representatives may be reached at (574)259-2070 or (800)348-2225 during normal business hours. Please contact us if you have any issues or questions that we may assist with.

**5. SHIPPING:** Unless specified when placing an order, at our discretion we will ship USPS or FedEx. Shipments to known residential address will be charged a \$2.00 residential delivery fee. For shipments with final destinations in Alaska, Hawaii, Puerto Rico, and the U.S. Territories, FedEx shipping rates will apply and will be sent with a Pro Forma for your order. Shipment that total 50lbs or more will be charged actual freight. Any Oversize or overweight parcels not deliverable by FedEx or Parcel Post are shipped using the most convenient carrier servicing your area. The chart (shown on right) displays the ground shipping and handling charges that apply in the lower 48 states of the U.S. only.

Order Value	Shipping, Packing, & Handling Charges*
\$ 00.00 - 50.00	\$ 9.50
\$ 50.01 - 100.00	\$10.50
\$ 100.01 - 200.00	\$11.95
\$ 200.01 - 300.00	\$13.95
\$ 300.01 - 500.00	\$18.95
\$ 500.01 - 750.00	\$24.95
\$ 750.01 - 1000.00	\$38.50
\$1000.01 +	\$50.00

**6. THIRD-PARTY SHIPMENTS:** Bernell will accommodate request for the use of a third-party shipping company to pick up orders at our location. However, a \$2.00 packing and handling fee will be charged to the order for FedEx shipments and a \$2.00 fee will be added for UPS shipments. For International customers, there will be a \$5.00 per box handling fee assessed when using a third-party shipping company.

**7. SPECIAL HANDLING:** Orders shipped air mail (express mail), air or motor freight UPS one or two day, will be charged UPS shipping rates plus a priority handling fee of \$20. All orders must be received and confirmed by 1pm EST in order to meet required time frames.

**8. RETURNS/DAMAGE OR LOSS MERCHANDISE:** It is the customer's responsibility to examine merchandise carefully upon receipt. Claims for shortage or damaged goods must be made within 10 days of the invoice date. Merchandise can only be returned during the first 30 days from the invoice date and only after receiving a return merchandise authorization (RMA) number. This number may be obtained by calling our Customer Service Department at (574)259-2070. All returns must come back in their original product packaging. Special Note: if claiming a damaged goods, then you must keep goods in the original shipping materials for until items are inspected by the shipping company. Bernell is not responsible for returns that we do not receive or that do not include proper RMA identification. It is highly recommended that you use a carrier which traces your shipment or that requires a signature. Products from the low vision pages may be returned with a RMA during the first 30 days, but there is a 15% restocking fee to do so. This is an unfortunate necessity because many offices loaned different magnifiers to their patients and then began returning any that the patient did not like. We can not sell used products. We feel that the low vision doctor should maintain a stock of demonstration magnifiers and we offer a Low Vision Demonstration Starter Kit (LVDEMO) at a discount for this purpose. We will only allow the return on unused products unless a product is found to be defective upon first use. These must be reported in the first 30 days from the invoice as is required of all returns. Special ordered products are marked and are not returnable. They are items we ordered special for you and do not normally inventory them. All software is non-returnable with no exceptions. Some software items are offered in demos and we recommend this path if unsure about the software. Vision Therapy starter kits and primary care screening kits are returnable as are Ezer products, but will be charged a 15% restocking fee.

Bernell wants to be a convenient and economical source for most of your office optical supplies. Bernell supports Vision Therapy research with gifts and product donations to several foundations, universities and its support of COVID as well as its own research & development headed by Dr. Charles Shearer, O.D. Bernell welcomes your feedback regarding all areas of our business. If you want to send us your feedback, please use email us at [info@bernell.com](mailto:info@bernell.com). Please provide only specific feedback on Bernell's existing products or marketing strategies. Bernell does support and assist with the development of new product ideas and bringing new products to market. In these instances, we are open to signing a non-disclosure agreement before listening to any product ideas. However, if a non-disclosure agreement is not in place, then any idea submissions will fall under the "Unsolicited Ideas Policy" of Bernell. To learn more about this policy, please visit our website at [www.bernell.com](http://www.bernell.com) and click on "Terms and Conditions" found under "Company Information."

### EMAIL CONTACTS

**Customer Service:**  
[info@bernell.com](mailto:info@bernell.com)

**Director of R&D:** Charles Shearer OD  
[drshearer@bernell.com](mailto:drshearer@bernell.com)

**VP of Marketing:** Chris Andrews  
[chris@bernell.com](mailto:chris@bernell.com)

**President:** Craig Andrews OD  
[drandrews@bernell.com](mailto:drandrews@bernell.com)

**Vice President of Operations:** Al Martin  
[al@bernell.com](mailto:al@bernell.com)

**Creative Director:** Erik Warning  
[erik@bernell.com](mailto:erik@bernell.com)

### TO PLACE AN ORDER OUTSIDE THE USA YOU HAVE THE FOLLOWING OPTIONS:

- 1) You may contact any of our distributors listed on our website at [www.bernell.com](http://www.bernell.com) at the bottom of the home page.
- 2) You may order directly off our website. We will send an email quote including product costs, shipping and export handling charges and will require verification from you before we ship or charge your order.
- 3) You may mail your order to:  
Bernell Corporation  
4016 N. Home St.  
Mishawaka, IN 46545-4308  
U.S.A.
- 4) You may fax to (574)259-2102 or 2103
- 5) You may send an E-mail to [info@bernell.com](mailto:info@bernell.com)

Once your order has been received, we will provide you with a Pro Forma invoice. The proforma invoice will include the product costs, Export Handling Fees and actual shipping charges. All international orders require advanced payment.

#### WE ACCEPT THE FOLLOWING PAYMENT METHODS (US DOLLAR \$):

- MasterCard, VISA, Discover, or American Express credit cards - card number and expiration date must be provided, as well as the card verification code (located on the back of MasterCard, Visa, or Discover Cards and on the front of American Express cards).
- Bank draft in the U.S. dollars drawn upon a U.S. bank.
- Wire transfer (\$25 fee will be assessed) or letter of credit (customer responsible for charges) are handled through: Vision Training Products, Inc., Mishawaka, IN, U.S.A. account.

Shipment will be made upon receipt of the advance payment. Orders are shipped: insured air freight, insured air parcel post, insured surface parcel post, or United Parcel Service. No C.O.D.