

Terms and Conditions of Sales Inside the U.S.A.

1. **Terms:** Net 30 days from date of invoice. Credit card orders are accepted using VISA, MasterCard, Discover, and American Express. COD orders will be assessed a \$15.00 handling fee. No C.O.D. orders to A.P.O., F.P.O., or foreign addresses.
2. **Pricing:** Current catalog prices supersede 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 inquiries at all times at (574)259-2102 or (574)259-2103.**
4. **Telecommunications Services:** Our phones are answered 8:00 A.M. Indiana time until 5:30 P.M. After hours, the calls are recorded and orders are entered the next day. Internet orders are processed the next day during normal office hours. Our customer service representatives may be reached at (574)259-2070 or (800)348-2225 during the same hours. Please let us hear from you if you have any problems or questions.
5. **Shipping:** Unless specified when placing an order, at our discretion we will ship UPS, FedEx, or USPS. A \$15.00 air handling fee is added for shipments to Alaska, Hawaii, Puerto Rico, and the U.S. Territories. Oversize or overweight parcels not deliverable by UPS or Parcel Post are shipped using the most convenient carrier servicing your area. The chart (shown on right) shows the shipping and handling charges that apply in the U.S.
6. **Shipping Handling:** Orders shipped air mail (express mail), air or motor freight UPS one or two day, Special Delivery, or C.O.D. will be charged regular shipping costs plus the following handling fee. UPS 3-day select (\$17.50), UPS Blue Label (\$24.95), UPS Red Label (\$40.50), early A.M. Red Label (\$65.50), Saturday (\$50.00)- *when available*, and C.O.D. (\$15.00).
7. **Returns/Damage or Loss:** 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 40 days from the invoice date and only after receiving a return authorization number.** This number may be obtained by calling our Customer Service Department at (574)259-2070. **Bernell** is not responsible for returns we do not receive. You should use a carrier which traces your shipment or requires a signature. Products from the low vision pages may be returned during the first 30 days, but **there is a 15% restocking fee** to do so. This is because many offices loan different magnifiers to their patients and then return any that the patient did not like. *We cannot sell used products.* We feel that the low vision doctor should maintain a stock of demonstration magnifiers and 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. **Special ordered products are marked and are not returnable. That is because we ordered them for you and do not normally inventory them. This is also true of all software so that it is not just copied. Kits are sold at a discounted price and have many parts and so are returnable only with a 15% restocking fee.**

Bernell wants to be convenient and economical for most of your office optical supplies. If you have ideas or suggestions for products that you would like us to carry, please send us an e-mail or drop us a fax. **Bernell** supports Visual Therapy research through its gifts to OEP and its support of COVID as well as its own research & development headed by Charles Shearer, O.D. If you have ideas or products that you would like **Bernell** to market or help develop, send them to Dr. Shearer at 4016 N. Home Street, Mishawaka, IN 46545. We are happy to sign non-disclosure agreements. Discounts are not combined for multi-priced products.

To Place an Order Outside the U.S.A. You Have the Following Options:

- 1) You may contact any of our distributors listed on our website at **www.bernell.com**
- 2) You may order directly off our website
- 3) You may mail your order to:
Bernell
4016 N. Home St.
Mishawaka, IN 46545
U.S.A.
- 4) You may fax to (574)259-2102 or 2103
- 5) You may send an E-mail to **amartin553@aol.com**

Once your order has been received, we will provide you with a proforma invoice. The proforma invoice will include our Export Handling Fee and actual shipping charge for advance payment.

We Accept the Following Payment Methods:

- MasterCard, VISA, Discover, or American Express credit cards - card number and expiration date must be provided.
- Bank draft in the U.S. dollars drawn upon a U.S. bank.
- Wire transfer or letters of credit 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. There is a 15% charge for letters of credit.