



Terms and Conditions

Payment Terms

- We gladly accept the following methods of payment: Checks, ACH, and Credit Cards (MasterCard®, Visa®, American Express®, and Discover®).
- Organizations submitting an order for the first time, not accompanied by a check or being paid by credit card, must complete a credit application. Please visit laerdal.com/customerserviceforms
- Payment is due 30 days from invoice date unless otherwise noted on the front of the invoice.
- Accounts delinquent over 30 days will be assessed a finance charge the lesser of 18% or the maximum allowed under local state regulations per annum. Attorney and collection fees additional.

Sales Tax

- Applicable sales tax will be added to your order.
- For sales tax charges to be waived, a copy of your state's applicable exempt organization certificate, resale certificate, or direct-pay permit must be included with your order.
- Sales tax is collected in: AL, AR, AZ, CA, CO, CT, DC, FL, GA, IA, ID, IL, IN, KS, KY, LA, MA, MD, ME, MI, MN, MO, NE, NJ, NM, NV, NY, NC, ND, OH, PA, RI, SC, SD, TN, TX, UT, VA, VT, WA, WI, WV and WY*.

Returns on Laerdal Products

- **SATISFACTION GUARANTEED!** We will gladly accept and credit the full purchase price less a 15% restocking fee for merchandise returned and received in currently new and salable condition, within 60 days of invoice date (30-day return policy for AHA Materials and Batteries). Credit will be issued upon receipt and evaluation of the merchandise. It is essential that you call for an RMA (Return Material Authorization) number prior to returning any items to ensure accurate credit to your account. RMA #s are valid for 30 days.
- **LIMITED WARRANTY.** The quality and value of all Laerdal products are supported by a limited warranty (1-year unless specified otherwise) that provides assurance that the products will be free from defects in materials and workmanship. A copy of the limited warranty for any product is available for your review prior to its purchase, and may be obtained free of charge by placing a request with the Customer Solution Center. The Laerdal Global Warranty is posted on www.laerdal.com.
- Report all shipping or invoice discrepancies to the Customer Solution Center within 10 days of invoice date. Product prices and specifications are subject to change without further notice.

Printing Terms for All Private Labeling

One-Time Set-Up Costs

- There is a standard per color set-up fee[†] for standard Pantone® ink colors or an additional fee[†] per mixing color set-up fee for non-standard colors, plus a per ounce fee[†] for ink costs.
- If the logo artwork is sent in a different format than stated, a per hour fee will be added to prepare artwork.
- Pantone color must be specified. Please adhere to ncolor count guide on price tables.
- All private label versions have "Customer Logo," "Product Name," and "A Laerdal Product".

Terms for Laerdal® Pocket Mask® in Pearlized, White Hard Case 82 00 32 and 83 00 32

- Artwork must be in electronic format sent by e-mail.
- Minimum order quantity is 100 pieces.
- Quantity requirement cannot be combined across product lines.
- Please allow 2-3 weeks for delivery.

Terms for Laerdal® Pocket Mask® with Gloves and Wipe in Soft Packs and Laerdal® Face Shield Key Ring

- Pocket Mask Soft Pack minimum order quantity is 450 pieces
- Laerdal Face Shield Key Ring minimum order quantity is 250 pieces.
- Quantity requirement cannot be combined across product lines.
- Artwork and Approval:
 - Artwork must be in electronic format sent by e-mail.
 - Two weeks after receipt of electronic artwork, sample to be available for customer approval.
- Please allow 4-6 weeks for delivery after customer approves artwork.
- Maximum number of logo colors is four.
- Soft Pack and Key Ring orders, with one-time quantities greater than 5,000 for each product line, may customize pouch material color.

[†] Fees vary depending on number of colors selected and quantities per piece: Pocket Mask Hard Case, Pocket Mask with Oxygen Inlet Hard Case, Laerdal Face Shield Key Ring, Pocket Mask Soft Case, and Pocket Mask with Oxygen Inlet Soft Pack. Please contact your Authorized Laerdal Representative for full details and pricing.

*Subject to change without notice.