

## **Terms and Conditions Policy**

1. Prices: Displayed in US dollars (\$) ex-works at our US Office in New Berlin, Wisconsin (INCOTERMS 2000).
2. Delivery: Via FedEx Ground (unless specified), with courier charges added to the invoice.

## **Minimum Advertised Price Policy (MAP)**

1. MIR reserves the right to cancel orders for policy violations.
2. MIR may amend MAP prices at any time.

## **MERCHANDISE RETURN POLICY**

MIR's Merchandise Return Policy is designed to protect the quality and integrity of the products and services offered by MIR USA and is hereby established as standard policy.

1. No product or merchandise will be accepted for return after 30 days of original delivery/invoice date.
2. All returned merchandise must be in its original packaging with any and all of its accessories and components included in its new/unused condition.
3. Items and their packaging not returned in its original form and/or indications of having been altered will not be accepted for return.
4. All qualifying returns must be compiled by a MIR Return Merchandise Authorization (RMA) form issued by the MIR Customer Support Team or management.
5. All returns are subject to a 20% restocking/inspection fee.
6. A credit memo will be issued after receipt and inspection of all items returned.

## **General Notes:**

MIR takes actions under this policy without liability.

## **Important Note:**

Purchasers agree to maintain product traceability as per FDA, Quality System EN ISO EN ISO 9001:2015 and EN ISO 13485:2021 standards. In accordance with EC Regulation 2017/745 for Medical Devices, Clients must inform the Manufacturer of any incidents while using MIR Products.

**If you have any questions regarding the MAP policy or need a copy of MIR's current MSRP pricing, please contact MIR USA.**