



Digitizing Patient Information

Order and Return Policies

Inuvio

811 E Plano Pkwy Ste. 101 Plano, Texas 75074

800-291-1471 Phone

214-292-8813 Fax

www.inuvio.com

Sales: sales@inuvio.com

Customer Service: support@inuvio.com

Integration / Development Support: dev@inuvio.com

General Information: info@inuvio.com

ORDER ACCEPTANCE POLICY

Your receipt of an electronic or other form of order confirmation does not signify our acceptance of your order, nor does it constitute confirmation of our offer to sell. Inuvio reserves the right at any time after receipt of your order to accept or decline your order for any reason. Inuvio reserves the right at any time after receipt of your order, without prior notice to you, to supply less than the quantity you ordered of any item. All orders placed over \$2000.00 (USD) must obtain pre-approval with an acceptable method of payment, as established by our credit and fraud avoidance department. We may require additional verifications or information before accepting any order.

TYPOGRAPHICAL ERRORS

In the event a product is listed at an incorrect price or with incorrect information due to typographical error or error in pricing or product information received from our suppliers, Inuvio shall have the right to refuse or cancel any orders placed for product listed at the incorrect price. Inuvio shall have the right to refuse or cancel any such orders whether or not the order has been confirmed and your credit card charged. If your credit card has already been charged for the purchase and your order is canceled, Inuvio shall immediately issue a credit to your credit card account in the amount of the charge.

PRICE MATCHING

Shop with confidence, our price matching includes point of sale price matching as well as 30-day price protection on everything we sell.

Inuvio's point of sale price match policy: At point of sale we will match any competitor's price on identical offers or items. The item must be in-stock, available for immediate shipment and be in the same condition as the advertised item. Price matched items are limited to one per household

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or business. However, we do not offer price matches on any item that is advertised below Inuvio's actual cost.

Inuvio's 30-day price protection policy: In the event our regular advertised price on an item falls within 30 days of your purchase date simply email us within 30 days of your original purchase date and we will issue you a credit in the amount of the price drop good toward the purchase of anything else we sell. This price protection policy only applies to regularly advertised products and doesn't apply to limited time sales or other promotions or offers and may not be used in conjunction with other discounts. Price Matching is at Inuvio's discretion.

ORDER PROCESSING TIME

Orders received Monday through Friday by 1 p.m. CST (Central Standard Time) will be normally processed that same day, as long as the item(s) on your order are in-stock. Otherwise, the order will be shipped on the next business day. Out-of-stock or backordered items will be processed when possible.

TRANSIT TIME

Ground: 3 - 8 business days

Second Day: 2 business days

Next Day Air: 1 business day

Note: Saturday & Sunday deliveries are not available.

TOTAL TIME FOR DELIVERY

Total time is based on the amount of time it takes to get payment authorization, order processing, and the transit time from the carrier. This can range from 24 hours to 10 business days for in-stock items.

SHIPPING AND HANDLING RATES

Our customer-friendly shipping schedule is calculated on the ACTUAL WEIGHT of your shipment and the TYPE OF SHIPPING SERVICE that you specify (ground, air or overnight). Shipping and handling charges will be applied to all orders placed with us. If your order must be shipped in multiple boxes or in separate shipments in the event an item is not in stock and must ship at a later date, shipping and handling charges for the entire order will be assessed at the point when the first item is shipped. We charge only ONCE for shipping and handling, for the entire order. Should you have any questions or concerns regarding these charges, feel free to email us at info@scansharp.com.



HANDLING CHARGES FOR REDELIVERY

If customers provide incorrect delivery addresses, we have to request UPS or FEDEX to redeliver. As UPS and FEDEX charge fees for redelivery, we will apply a \$15 handling fee to your credit card or invoice account for each redelivery as required.

RISK OF LOSS

If the customer provides Inuvio with customer's carrier account number or selects a carrier other than a carrier that regularly ships for Inuvio, title to products and risk of loss or damage during shipment passes from Inuvio to customer upon shipment from Inuvio's facility. For all other shipments, title to products and risk of loss or damage during shipment passes from Inuvio to customer upon customer's receipt. Notwithstanding the foregoing, title to software will remain with the applicable licensor(s) and customer's rights therein are contained in the license agreement between such licensor(s) and customer. Inuvio retains a security interest in the products until payment in full is received. Customer will be responsible for all shipping and related charges.

RETURN POLICY AND PROCEDURE

Unless otherwise specified in the item listing on our website, on the receipt or packing slip, or in the following terms, Inuvio will accept qualified and conforming products for exchange or refund within 30 days of the original purchase date. Qualified and conforming products for exchange or refund will incur a minimum 10% restocking fee.

GENERAL CRITERIA

To qualify for return all products require an RMA number prior to being returned, must be 100% complete, in the same condition as when sold, and in the original packaging as provided. All packing materials, manuals, diskettes, CDs, digital media, blank warranty cards and other accessories and documentation must be included. Kits and other items assembled after purchase must be unassembled and returned in the original packaging. All returns will be inspected and products found to be non-conforming will be rejected or subject to a restocking fee at Inuvio's sole discretion.

SOFTWARE

Activated software does not qualify for Inuvio's 30-day limited guarantee and cannot be returned.



NON-QUALIFIED RETURNS AND RESTOCKING CHARGES

Non-qualified and non-conforming returns are not included in Inuvio return policy and, if returned, will be rejected or subject to a restocking fee of up to 25% at Inuvio's sole discretion.

RETURN PROCEDURE

All returned products will be thoroughly inspected and a determination will be made if eligibility and conforming requirements are met. Please verify the product you are returning meets the below guidelines and qualifies for return to avoid any delay in, or denial of, processing your return. If a non-conforming product is accepted for return Inuvio reserves the right to charge a restocking fee up to 25% at Inuvio's sole discretion. Return processing may take up to 5 business days from receipt.

INSPECTION CRITERIA

- Products must be in the original manufacturers packaging, and shipped securely.
- Products must be complete with any standard certification labels (UL listing, capacity, brand name, UPC code) originally placed and not tampered with.
- Product serial number, or any similar identification numbers, must match the serial number on the package or invoice (Inuvio maintains serial number tracking).
- Products must be free from damage of any type, including, but not limited to dents, scratches, cracks, abuse, defacement or indication of removed screws/fasteners or seals.
- Products so labeled with a security seal, must have the seal intact and not tampered with.

RMA (RETURN MATERIAL AUTHORIZATION) NUMBER

Returns will not be accepted without a valid RMA (Return Material Authorization) number. Unless otherwise specified in the item listing on our website or in our Return policy, you may request an RMA within 30 days of the original purchase date. RMA numbers expire after 30 days, but we encourage you to return the product as soon possible. Any return we receive without a valid RMA number will be documented and rejected or subject to a restocking charge at Inuvio's sole discretion. Call Inuvio Technical Support at 800-291-1471 x 2 for an RMA number

RETURN SHIPPING

For your protection, we recommend that you insure your return and use a traceable carrier that can provide you with delivery confirmation. Inuvio is not responsible for items returned that are lost or damaged in transit. Postage and handling charges, both to and from our warehouse will be paid by the customer, and are non-refundable. At our discretion, Inuvio may reimburse shipping charges related to the return or exchange of defective products inside the U.S. only.



IMPORTANT NOTE:

In the event that the product you are returning does NOT meet the requirements described in this document, we will photograph the merchandise and packaging, and prepare a detailed summary of our determination as to why the return was denied, the product(s) will be deemed not eligible for return and will be returned to you. If Inuvio, at our sole discretion, decides to accept a non-qualified item for return, a restocking fee of up to 25% will be assessed.

WARRANTY LIMITATIONS

There are no other express warranties or conditions respecting the equipment. Implied warranties, if any, are limited to the duration of the express warranty provided herein. Some states do not allow limitations on how long an implied warranty lasts so that the foregoing limitation may not apply to you.

LIMITATION OF LIABILITY

IN NO EVENT SHALL INUVIO OR ANY OF ITS AFFILIATES BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING BUT NOT LIMITED TO LOSS OF USE, LOSS OF DATA, LOSS OF BUSINESS OR PROFITS. SOME LOCALITIES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.