

3Gen, LLC
TERMS

ORDERING:

Orders may be placed through one of the distributors listed on the “Purchase” page of the dermlite.com web site, or by contacting 3Gen directly.

To place a telephone order directly, call 949-481-6384, Monday through Friday, between the hours of 8:00AM and 5:00PM Pacific Standard Time. Orders may be faxed to 949-240-7492, submitted via email to sales@3genllc.com, or placed online at www.dermlite.com (click on Web Mall). Alternatively, mail orders to:

3Gen, LLC
31521 Rancho Viejo Rd., Suite 104
San Juan Capistrano, CA 92675

There is no minimum order.

TERMS AND CONDITIONS OF SALE:

Terms are net 30 on open account (to open an account, call 949-481-6384). Invoices are sent at the time of shipment. Payments on invoices may be made by check, money order, cashier's check, or major credit card (Visa, MasterCard, and American Express). Interest charges of 1.5% per month are applied to overdue accounts.

Payment options for non-open account shipments include credit card, cash in advance, wire transfer, or COD.

SHIPPING:

Orders are usually shipped the day they are received and are sent UPS GROUND unless otherwise specified. You may also request UPS Next Day, Second Day, Three Day, or Saturday Delivery. Actual shipping charges are added to the invoice.

Special order items may take up to two weeks for shipment.

SHIPPING ERRORS AND DAMAGE:

Errors and damage during shipment need to be reported to 3Gen within five days of receipt.

RETURN GOODS POLICY:

All returned merchandise is subject to the following terms:

- Defective merchandise should be returned for replacement or credit within 30 days of shipment. Please enclose a brief description of defect.
- For all other returns, a 100% refund will be made for items returned within 30 days of shipment that are in resalable condition.
- Refunds will be applied as a credit to open accounts. For non-open accounts, refunds by check will be made.
- Any custom or special orders are non-returnable (unless defective).

Items for return should be sent with all original packaging and instructions included. Please use proper packaging to prevent damage during shipment. We also recommend that you insure the package. Include a copy of the original invoice with the return and state the reason for the return. Freight charges to return merchandise to 3Gen are non-refundable except in the case of shipping error on the part of 3Gen.

REPAIRS AND WARRANTY SERVICE:

Please ship all repairs and warranty service requests to 3Gen directly. A “Request for Repair” form is required to be returned with each repair. The “Request for Repair” form, as well as additional instructions, may be downloaded at www.dermlite.com (click on “Service and Support”). The same instructions for shipment of repairs and warranty service outlined in the Return Goods Policy apply.

SALES TAX:

We are required to collect a 7.75% sales tax on all sales made in the state of California. The sales tax is not collected in California if the product is purchased for resale and a copy of a valid California resale certificate is provided to 3Gen. No sales tax is collected for shipments made outside California.

PRICES:

We reserve the right to change prices without notice.