

Your registration application will be taken into account upon receipt of payment.

- A final confirmation of your registration will be communicated at the latest one month before the date of the training
- The training organisation reserves the right to postpone or cancel the training if the minimum number of participants is not reached.
- Cancellation up to 6 weeks from the training date will be accepted and incurs a fee up to 50% of the initial price. Beyond 6 weeks, no refund will be issued

## **terms & conditions**

### **Order Information**

#### **Placing An Order**

**Online ordering is available in the worldwide.**

By using the online form from the website.

By Email: dentalphotography@yahoo.ro - When emailing, if you send us your complete shipping address as well as a list of the items you would like to purchase, we will get you a shipping quote/order total and let you know the payment options.

#### **Payment Methods**

dentalphotography.ro accepts most credit cards. . Please be sure to provide the correct billing address as our credit card processor requires the billing address in order to process your order. If your shipping address is different from your billing address, please provide a phone number for the shipping address.

#### **Orders:**

We strive to keep most items in stock for immediate delivery (unless we specify that its available on Special Order basis only).

In the event that an item is out of stock or for any other reason it's unable to be shipped, we will notify you usually within one business day. We will keep the order open unless told to cancel it. When the item is in stock, we will ship it out to you. Due to high international shipping costs and taxes and duty fees, we cannot ship until these fees have been paid. We will hold the order until all

items are in stock and available to ship. Contact us if you wish to cancel or change these items.

## **Pricing**

All the prices are shown in EURO and include VAT.

### **Cancelling An Order**

You can cancel your order provided it hasn't yet entered the shipping process (picked up and in the possession of the shipping company). If the item has entered the shipping process, it cannot be cancelled. To cancel an order, you must call us. However, you can return the item for a refund. (see return policy below). If the delivery is refused, the shipping and handling charges for both ways will be deducted from the customer.

### **International Orders (from outside of Romania)**

International shipments may be subject to import fees, duties and/or taxes, which are levied once a shipment reaches your country (in addition to the brokerage fees/ custom clearance charges which may be imposed by the carrier). These charges must be borne by the recipient. dentalphotography.ro has no control over these charges and cannot predict what they might be.

Due to high International shipping costs and taxes and duty fees, we cannot ship any order until the shipping fees have been paid. If an item is not in stock we will hold the order until all items are in stock and available to ship. Please contact us if you wish to cancel or change these items.

Please Note: If an international shipment is refused and/or returned, any taxes, duties, custom fees, brokerage fees or shipping charges incurred from this return, will be the responsibility of the customer.

### **Warranty**

All products are covered by the manufacturer's warranty. If a product is shipped worldwide and it needs repair within the warranty period, the product will need to be returned to Romania in order to be repaired under warranty. Shipping to Romania and back to the customer are not costs that are included in the warranty and must be paid by the customer.

Most items are covered by warranty for a period of one year. All repairs are handled by the manufacturer and they are the ones who determine if a repair is covered under warranty.

dentalphotography.ro disclaims any liability for consequential or incidental damages, for breach of written or implied warranty of an item, including merchantability or fitness for a particular purpose. Our warranty provides specific legal rights.

## Returns

### Returning An Item

For the first 30 days of your purchase, you may return the merchandise for a full money back refund, excluding any shipping charges. All returns are subject to inspection.

Returned or exchanged products must be in brand-new, mint condition, and have all original manufacturers packaging, materials and accessories, including instruction booklets, packing inserts, and blank warranty cards.

Intraoral mirrors cheek retractors, or components of intraoral kits may not be returned. Any "special order" item may not be returned unless defective and then it will be replaced.

The original manufacturer's labeled packaging should be enclosed within an outer shipping box. Please do not write or place shipping labels or stickers on the manufacturer's packaging.

Ship the parcel back to us freight prepaid. We do not accept COD or freight collect shipments. We recommend a shipping method that provides tracking and insurance.

Any items that were originally included at no charge with a returned item must also be returned or their cost will be deducted from any refund.

Please allow up to 5 business days after we receive the package for your return/exchange/refund to be processed.

**Important note for international customers:** Please mark the item as "VENDOR RETURN" to avoid incoming duties and customs. If there are incoming duties or customs fees on an international return, these will be deducted from any refund.

### Ship the package back freight prepaid, to:

SC UGLY TOOTH TRAINING CENTER SRL  
SPLAIUL TUDOR VLADIMIRESCU NR 46, TIMISOARA, 300151, Romania  
+40733 011 223

## Shipping

### **Shipping Charges**

Shipping charges are not included in our pricing, and also the cost of shipping might differ from the option selected in the dropdown menu. You will be informed by the additional cost before shipping.

For time sensitive orders, we recommend that you call and verify that your order has been received and that there is time to process and ship your order.

### **Delivery Requirements**

An adult signature is required for most TNT shipments upon receipt. Someone must be at the address to receive the package and sign for it. Packages cannot be rerouted or picked up from TNT.

### **Damaged or Missing Items Upon Delivery**

**Damaged in delivery:** If you've found damage to the package or if merchandise is missing, please keep the original shipping carton and contact us immediately so we can issue a damage claim with carrier. Please don't return the merchandise without going through these steps, as it delays the replacement of the order or the issuance of a credit.

**Missing items:** All missing item claims must be reported within 15 business days of delivery, contact us to report a missing item from your shipment.

### **Typographical, Illustration and Price Errors**

We work very hard to make sure that the information shown on this website is accurate. [www.dentalphotography.ro](http://www.dentalphotography.ro) is not responsible for typographical or pictorial errors, and product specifications may change without notice. All items offered for sale are subject to availability. We make every effort to provide you with an error-free web site. However, in the event there is a misprint, we reserve the right to correct copy or pricing to reflect the actual current status.