

Revised: February 16<sup>th</sup>, 2022

## **MCS Handpiece Ltd's Shipping Terms & Conditions**

### **Shipping Terms & Conditions for MCS Handpiece Ltd.'s Shipping Program:**

**MCS Handpiece Ltd.'s Shipping Program: You Pay One Way, We Pay One Way!**

#### **Customers who use MCS Handpiece Ltd.'s Shipping Program with ICS Courier:**

- **MCS Handpiece Ltd.'s Customers must use MCS Handpiece Ltd's ICS Couriers Account to be qualified for MCS Handpiece Ltd.'s Shipping Program will have a \$25 charge added to their invoice. For Rural Areas, \$30 charge added to their invoice.**
- **MCS Handpiece Ltd.'s Shipping Program Customers must use ICS Courier's Return Label provided with their handpiece repair or call MCS Handpiece Ltd for a Collect Pick-Up Request on MCS Handpiece Ltd.'s ICS Courier Account.**
- **MCS Handpiece Ltd will not be responsible for any charges on Customer's accounts, who do not use MCS Handpiece Ltd.'s ICS Couriers Account.**
- **Pricing subject to change without notice.**
- **Only MCS Handpiece Ltd can make collect pick-up requests on MCS Handpiece's Ltd ICS Courier Account.**

#### **Customers who use MCS Handpiece Ltd.'s Shipping Program with MTS Logistics/MediTran Services:**

- **MCS Handpiece Ltd.'s Customers must use their own MTS Logistics/MediTran Services Account to be qualified for MCS Handpiece Ltd.'s Shipping Program for no charge added to their invoice.**
- **If a MCS Handpiece Ltd.'s Customer does not have an MTS Logistics/MediTran Services account, MCS Handpiece Ltd. will make a collect pick-up request on behalf of the customer, with a \$25 charge added to their invoice.**
- **Under no circumstances can a Customer of MCS Handpiece Ltd request a pick-up request on MCS Handpiece Ltd's account.**
- **Pricing subject to change without notice.**
- **Only MCS Handpiece Ltd can make collect pick-up requests on MCS Handpiece's Ltd MTS Logistics/MediTran Services Account.**

### **Customers who use MCS Handpiece Ltd.'s Shipping Program with Canada Post:**

- **MCS Handpiece Ltd.'s Customers must use their own Canada Post Account to be qualified for MCS Handpiece Ltd.'s Shipping Program for no charge added to their invoice.**
- **All shipments made by MCS Handpiece Ltd will be sent through Xpresspost by Canada Post. A tracking number will be provided on the invoice & kept for records.**
- **If a Customer of MCS Handpiece Ltd ships a package to MCS Handpiece Ltd through Canada Post, and the package is paid for by the Customer of MCS Handpiece Ltd, the returned parcel will be shipped by Xpresspost by Canada Post free of charge to the Customer of MCS Handpiece Ltd. A tracking number will be provided on the invoice & kept for records.**
- **Pricing subject to change without notice.**

### **Shipping Terms & Conditions for Customers NOT Using MCS Handpiece Ltd.'s Shipping Program.**

#### **Customers Request ICS Courier for Return Shipping, outside of British Columbia:**

- **MCS Handpiece Ltd.'s Customers; with a Package Weight of Under 500G, will have a \$25 shipping charge added to their invoice.**
- **MCS Handpiece Ltd.'s Customers; with a Package Weight of Under 500G, in Rural Areas will have a \$30 shipping charge add to their invoice.**
- **MCS Handpiece Ltd.'s Customers; with a Package Weight of Over 501G to 1KG, will have a \$25 shipping charge added to their invoice.**
- **MCS Handpiece Ltd.'s Customers; with a Package Weight of Under 501G to 1KG, in Rural Areas will have a \$30 shipping charge added to their invoice.**
- **MCS Handpiece Ltd.'s Customers who have their own ICS Courier Account, can email to MCS Handpiece Ltd, an ICS Courier Return Label on their account, to use on their shipment. If this label is used, there will not be a charge on the invoice.**
- **Pricing subject to change without notice.**
- **Only MCS Handpiece Ltd can make collect pick-up requests on MCS Handpiece's Ltd ICS Courier Account.**

### **Customers Request MTS Logistics/MediTran Services for Return Shipping in Lower Mainland, British Columbia:**

- **MCS Handpiece Ltd.'s Customers will have a \$25 shipping charge added to their invoice.**
- **MCS Handpiece Ltd.'s Customers who wish to use MTS Logistics/MediTran Services, MCS Handpiece Ltd will waive the \$25 shipping charge.**
- **MCS Handpiece Ltd's Customers who wish to use MTS Logistics/MediTran Services and will require more than 1 package for shipping, will only be required to pay \$25 for shipping on the second and consecutive packages.**
- **Under no circumstances can a Customer of MCS Handpiece Ltd request a pick-up request on MCS Handpiece Ltd's account.**
- **Pricing subject to change without notice.**
- **Only MCS Handpiece Ltd can make collect pick-up requests on MCS Handpiece's Ltd MTS Logistics/MediTran Services Account.**

### **Customers Requesting Canada Post/United States Parcel Service:**

- **All shipments made by MCS Handpiece Ltd will be sent through Xpresspost by Canada Post. A tracking number will be provided on the invoice & kept for records.**
- **MCS Handpiece Ltd will ship Repaired Handpieces, Handpiece Sales & Parts Sales to MCS Handpiece Ltd's Customers through Canada Post. There will be a \$25 shipping charge added to their invoice. A tracking number will be provided on the invoice & kept for records.**
- **Pricing subject to change without notice.**

### **Shipping Terms & Conditions for Customers Wishing to use an Alternate Shipping Company for Returned Handpieces/Purchases.**

#### **Customers Requesting Retuned Shipping with FedEx, on MCS Handpiece Ltd.'s FedEx Account:**

- **MCS Handpiece Ltd.'s Customers who reside in the Lower Mainland of BC, Canada will have a \$30 shipping charge added to their invoice. **No Extra Charge for Rural Areas. Using FedEx Ground for all shipments.****
- **MCS Handpiece Ltd.'s Customers who reside Outside the Lower Mainland of BC, Canada will have a \$40 shipping charge added to their invoice. **No Extra Charge for Rural Areas. Using FedEx Ground for all shipments.****
- **Pricing subject to change without notice.**
- **Only MCS Handpiece Ltd create shipments on MCS Handpiece's Ltd FedEx Account.**

## **Shipping Terms & Conditions for Warranty Repairs & Return Requests**

**MCS Handpiece Ltd will pay one way shipping and MCS Handpiece Ltd's customers will pay the other way shipping unless fee is waived by MCS Handpiece Ltd.**

- **MCS Handpiece Ltd will not pay for any shipments to MCS Handpiece Ltd on any MCS Handpiece Ltd's Customers' ICS Courier's Account.**
- **If the handpiece repair is under warranty, this handpiece repair warranty does not cover return shipping costs. Shipping costs are applied to warranty repairs.**
- **If the handpiece is "operating normal" or a request for the handpieces to be returned unrepaired, return shipping charges apply to return requests.**
- **Pricing subject to change without notice.**

### **Definitions:**

- **MCS Handpiece Ltd.** Is referred to the company whom Customers send in their Handpiece for repair.
- **ICS Courier,** is referring to the shipping company ICS Courier.
- **MTS Logistics/MediTran Services,** is referring to the dental/medical shipping company MTS Logistics, or MediTran Services.
- **Canada Post/Xpresspost,** is referring to Canada Post or Canada Posts' Xpresspost Services.
- **FedEx,** is referring to Federal Express Corporation Transportation Company.