



Terms and Conditions

Exchange / Warranty Part(s) Policy - Exchange parts are to be back to Heartland Ultrasound within fourteen (14) days of the original date of shipment. The Exchange part is a like and repairable item. If not received within the designated time period, the core charge may be billed up to the full OEM replacement cost, due within a week of the bill date. **Exchanges will be inspected and Heartland reserves the right to accept or reject any exchange based on its repairability.**

Title - Title to products passes from Heartland to you upon initial shipment. Loss or damage that occurs during shipping is the responsibility of the customer. If Heartland is providing shipping, insurance may be purchased through Heartland at the time of purchase. All sales are subject to applicable local and state taxes. All international orders are subject to applicable taxes, duties, and tariffs.

DOA Parts Return(s) Policy - **The return of unused outright parts will no longer be allowed.** DOA parts returned for CREDIT are to be back to Heartland Ultrasound within five (5) business days of the date of shipment otherwise, the part(s) will be returned to you. **These MUST HAVE prior approval via email BEFORE returning and a 25% restocking fee will apply. You must have the RMA in the box when returning.**

Warranty Claims - For warranty claims, failure to return a part with 5 days of notification will result in additional and appropriate billing charges. Heartland Ultrasound must be given the opportunity to furnish a warranty replacement part (s) otherwise the warranty claim will be null and void and the original pricing will apply. Unless specified on the accepted order, Heartland Ultrasound warrants all replacements, when parts are available, of PCB's for 60 days and transducers for 30 days. Warranty is only valid if full payments and exchange item(s) have been received.

Restocks/RMA(s) – If a part needs to be returned for credit, you will need to obtain an RMA (Return Materials Authorization). RMA requests are to be sent via EMAIL to your Sales Representative. You will be supplied with an RMA number, RMA form, advising if there will be a restock fee applied or not. Returned Part must be received back within 5 days from the date of shipment. ALL parts must have the correct RMA's in the package when it arrives at Heartland Ultrasound.

If Heartland is "Blind Shipping" at your request, please contact your Sales Representative for a copy of the RMA that must accompany ALL returns.