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SALES TERMS AND CONDITIONS

SALES POLICY: Butler Schein Animal Health Supply™ (BSAH) restricts sales and distribution of products and services to licensed veterinarians whom have an established business account with us. Verified animal researchers may also establish accounts with appropriate documentation as required by state and federal regulations.

ESTABLISHING AN ACCOUNT: Upon the receipt and review of a Credit Application, BSAH will place qualified customers on an open account. Other credit arrangements can be made for accounts not qualified for open credit.

PAYMENT TERMS: Standard payment terms are 1% 10th Net 25th for eligible accounts and purchases. All sales are payable by the 25th of the following month after the date of the invoice unless specifically stated otherwise. If applicable, discounts may be deducted if payment is made by the 10th of the month following the date of invoice (as reflected on the invoice). The 1% early payment discount does not apply to certain product lines, selected equipment, split or delayed billings, or payments made by credit card. The early payment discount also does not apply to accounts with past due balances or customers with special terms. Payments should be made payable to: Butler Schein Animal Health Supply™. (Please refer to a Butler Schein invoice for the remittance address. Payments may also be made online at www.ButlerSchein.com.) Direct payments with discount through ACH debits are also available. We accept Visa, Discover, MasterCard, and American Express as forms of payment. No cash discount is available on credit card payments.

LATE CHARGES: A late payment service charge will be levied on past due invoice balances at the rate of 18% per annum or at the maximum allowed by law.

RETURNED CHECKS: A \$25.00 service fee will be charged on all returned checks. Checks are re-deposited immediately the first time they are returned. If a check is returned a second time, the account is placed on "DO NOT SHIP" status until the returned check is replaced with a money order or cashier's check.

SHIPPING AND HANDLING: Orders for pharmaceuticals, biologicals, supplies, and equipment shipped from BSAH facilities will be shipped prepaid. Orders shipped direct by the manufacturer may be subject to the manufacturer's shipping charges. Hazardous material products that are regulated by the Department of Transportation are subject to a hazardous material fee charged by the transporting carrier for each box shipped. Also, COD shipments are subject to a COD fee as charged by the carrier. Requests for upgraded service are subject to shipping charges. Any shipping and handling fees will be billed on the invoice.

CONTROLLED SUBSTANCES: Controlled Substances are sold exclusively to valid DEA Registration holders. Before any order can be accepted, a copy of the current DEA Certificate must be on file with BSAH. Controlled Substances will be shipped only to the address that appears on the DEA 223 Certificate. Mail orders of Schedule II Controlled Substances must be submitted via a properly prepared DEA 222 form. In order for BSAH to fulfill a Schedule II Controlled Substance order, the address on the DEA Certificate and the U.S. official order form (DEA 222 form) must be exactly the same. Electronically submitted Schedule II Controlled Substance orders will be verified by a DEA-approved validation service. All Controlled Substance orders for research institutions and government institutions must be accompanied by a purchase order. For institutions using blanket purchase orders, the purchasing department must submit a copy of the blanket purchase order indicating the DEA Registrant's name, or Power of Attorney and DEA number each time a Controlled Substance is ordered.

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RETURNS AND ALLOWANCES: BSAH provides our customers with a generous return policy for obtaining credit or adjustment for products sold by BSAH.

A. Qualification for Credit: All product returns and other requests for credit must receive prior authorization to ensure that credits will post to the customers' accounts in a timely manner. This authorization will be in the form of a document called a Return Authorization which must accompany the returned items. Due to the nature of some products we carry, not all items are eligible for return. BSAH will consider for return or credit items that are (or were) in our catalog and that are in saleable condition or returnable to the manufacturer based on that manufacturer's current Return Policy.

BSAH will correct all order entry and shipping errors promptly upon notification from the customer in a timely manner. We request that errors be reported within 48 hours of receipt.

BSAH reserves the right to deny credit on returns based on inspection of items upon receipt at a BSAH facility.

Returns and Billing Adjustments may be requested by calling (888)-838-2247 or submitting on www.butlerschein.com or arranged through your Territory Manager.

B. Amount of Credit: The amount of credit is based on the date of the **Return Authorization:**

- Corrections for order entry and shipping errors will always be credited at invoice price.
- Authorizations within 20 days of invoice date will be credited at invoice price.
- Authorizations between 21 and 60 days of invoice date will receive credit at 90% of invoice price.
- Authorizations between 60 days and one year of invoice date will receive credit of 80% of invoice price.
- Authorizations after one year of invoice date will receive credit of 75% of invoice price.
- Items credited or returned due to product recalls will be issued at 100% credit regardless of date of invoice.

C. Transportation of Returned Items: Return authorizations will be issued along with a prepaid UPS Authorized Return Service (ARS) label or an email (ROW- return on web) containing a return label. To ensure prompt and accurate credit a copy of the Return Authorization form should be included with the returned items.

D. Special Conditions:

1. **CONTROLLED SUBSTANCE RETURNS:** Returns of Schedule 3, 3N, 4 and 5 items follow BSAH's general return policy as stated above. All sales of Schedule 2 and 2N Controlled Substances are final. Any products requiring a DEA Form 222 cannot be returned to BSAH for credit. Contact your local DEA office for destruction of outdated Controlled Substance merchandise.
2. **HAZARDOUS MATERIALS:** Items requiring Diamond-label Hazardous packaging are not eligible for return. These items must be disposed of according to Federal, State and/or Local guidelines.
3. **PEDIGREE ITEMS:** Items for which BSAH is an Authorized Distributor of Record may be returned according to our general return policy as stated above. Items for which BSAH is not an Authorized Distributor of Record (notated with '++' on the invoice) may be returned when

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requested within **10 days** of the original invoice date. Returns requested past 10 days may not be processed due to Federal and State laws governing the authentication of these items.

4. Under special circumstances BSAH may directly credit your account in lieu of physical return of product.

SALES AND USE TAX: BSAH is required to comply with the sales and use tax laws where it operates. There exists an obligation to assess, collect, and remit sales and use taxes unless the product or customer is exempt by law or the product is being purchased for resale. BSAH is required to obtain a duly completed exemption certificate from any customer to document an exemption prior to exempting the transaction from tax. All sales and use taxes are remitted to the appropriate state and/or local taxing jurisdiction according to the laws of that jurisdiction.

WARRANTY: Product warranties, if available, are furnished by the product's manufacturer.

CUSTOMER ASSISTANCE: The employees of BSAH stand ready to serve you in any way they can. You may find the following people helpful. If you would like to email a specific department, please refer to our website under About Us > Contact Us.

Territory Sales Representatives: The name, address, and telephone number of the representative covering your area may be obtained by calling (800) 848-5983.

Telesales Centers: For help with orders, prices, shipments and product returns call (888) My1-BSAH (691-2724).

Sales Tax Department: For sales tax questions call (800) 848-5983.

Customer Service Department: For help with invoices, statement information, and account balance, including payments received and applied, call (800) 258-2148.

Credit Department: For credit assistance and arrangement of payment programs call (800) 258-2148.

These Sales Terms and Conditions are subject to change without notice. Please reference the current version of this document as updated on our website, or ask your Butler Schein Sales Representative for the most current version.