

NORTHSHORE HANDPIECE REPAIR – TERMS & CONDITIONS OF SERVICE

Thank you for choosing Northshore Handpiece Repair (“NHR”). We stand behind the work we perform and want you to understand our terms and conditions of service.

Payment & Accepted Methods: Full payment is required prior to shipment or delivery/pickup of all repaired equipment; we accept credit card and ACH payments. Checks are accepted only for existing customers with services completed prior to March 16, 2026.

Estimates: All estimates are good-faith approximations of the cost to complete the requested service. Approval of an estimate allows for upward modification for additional necessary repairs of up to 10% of the original service cost estimate for each line item. Any additional repairs exceeding the 10% of the original service cost estimate will necessitate an altered estimate for approval.

Late Fees & Collections: Invoices unpaid after 30 days are subject to a late fee of 2% per month on the outstanding balance. Accounts remaining unpaid after 90 days will be referred to a collections agency, and all associated collection costs and fees shall be the responsibility of the Customer.

Abandoned Equipment: Any handpiece associated with an unpaid invoice after 90 days will be considered abandoned and may be held, sold, or otherwise disposed of by NHR to satisfy the outstanding debt. Any handpiece submitted for an estimate to which no response is received within 90 days will likewise be considered abandoned and may be disposed of or returned to the Customer at the Customer's expense.

Warranty: All repair services are subject to NHR's Limited Warranty, the most current version of which is available at nsh-repair.com/downloads. Any objection to the warranty terms or coverage determination must be submitted to NHR in writing within 30 days of the invoice date; failure to do so constitutes acceptance of the warranty terms as written. New handpieces sold by NHR are covered exclusively by the applicable manufacturer's warranty, and warranty service for new equipment should be directed to the manufacturer; NHR may, at its discretion, assist or facilitate manufacturer contact upon Customer request, but assumes no warranty obligation for new handpiece sales. Dispute resolution remedies are governed exclusively by the terms set forth in the applicable Limited Warranty document.

Governing Law: These Terms & Conditions are governed by the laws of the State of Indiana.