



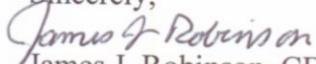
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June 28, 2013

Subject: Whip Mix Policy for servicing “**student purchased**” articulator kits and equipment

1. It is a goal of Whip Mix to provide our customers with the highest quality of service and customer satisfaction as a user of our products and equipment.
2. The following policy applies to those institutions that require each student purchase an articulator and a face-bow as part of their training armamentarium.
 - Whip Mix is responsible to deliver a product that meets our established guidelines for quality and workmanship. Any discrepancy should be noted at the time of receipt.
 - ‘**No Charge**’ repairs for any student purchased instrument while they are enrolled in their undergraduate training program. **NOTE:** The student is responsible for contacting Whip Mix to receive a Return Merchandise Authorization, (RMA) number and for shipping cost to manufacturing plant. Please have model and serial number available when calling. Call 800-626-5651 Ext 1229. Whip Mix will perform any needed repairs at no charge to the student and pay for returning instrument.
 - Availability of “on loan” instruments. Most schools have a small inventory of articulator instrumentation to give to the student as a loaner while theirs is being repaired.
 - A Whip Mix representative will visit the school at least once a year to service student instruments at no charge.
3. Whip Mix is responsible for defective parts and repairs that affect interchangeability or calibration through normal wear and tear. Whip Mix **is not responsible** for any lost articulator or face-bow accessories or for replacing lost or broken parts that are a result of misuse by the customer.
4. Other equipment purchased by the student will be covered under warranty for the same four years. Return of defective equipment determined to be the result of manufacturing will follow same guidelines as above under the “NOTE” heading.

Any questions or concerns can be directed to me at 800-626-5651 Ext 1212 or at jrobinson@whipmix.com.

Sincerely,

James J. Robinson, CDT
Institutional Sales Manager