



TRODE REORDERING POLICY

About Your Trodes

- Available peak power at 5mm, 20mm, 35mm and 80mm penetration depth.
- Additional pulses are purchased via trode refurbishment at the following pricing (excluding shipping):
 - 50,000 pulses for \$1,950 (\$0.04 per pulse)
 - 25,000 pulses for \$1,250 (\$0.05 per pulse)
 - 16,000 pulses for \$975 (\$0.06 per pulse)

Reordering a Trode

To ensure continuous treatment capability, PulseVet encourages customers to order a trode refurbishment when the trode is down to approximately 5,000 pulses. A new trode will be shipped to you and your current trode can be returned once the pulses are expended and/or the new trode is received.

To Order:

- Email orders@pulsevet.com with the information below:
Specify Device (ProPulse, VersaTron or 4paws); Peak penetration depth of trode; Number of pulses; Practice Name; Shipping Address; Phone Number.
- Call one of the following numbers
 - 1-800-245-4417 (toll free within the US)
 - 678-987-5100 (Main office number)
- Please send a complete credit application form or furnish PulseVet with a credit card to be kept on file if we do not have one already. (see enclosed documents)

Note: Generally we are able to ship your replacement trode within a few days of placing an order. The price of FedEx 2 day shipping is \$30. Overnight delivery is available for a nominal charge.



TRODE RETURN AND CREDIT POLICY

Returning Trodes

U.S customers: Upon receiving your refurbished replacement trode, it is necessary to return the used trode to us. Your replacement trode will be shipped with a prepaid/addressed FedEx label for this return. In the event you don't have a prepaid label, please call us and we can email it to you.

You will need to call FedEx to schedule a pick up or you may drop off at your nearest FedEx location.

Canadian customers: Please call or email us when you are ready to return your trode. We can provide a shipping label and necessary customs documentation for your return.

Credit Policy for Returning Trodes

If trodes are returned with pulses remaining on them, PulseVet will credit shocks per the following terms:

- Trode is returned within 4 weeks of receiving the refurbished trode
- The practice is current on all payments to PulseVet
- Credits will be applied to account for use towards next trode purchase.
NO cash/credit card refund will be given
- Unused credits have NO cash value
- Credits are non-transferable

Credits will be provided at a rate consistent with the price at the time of purchase on the 50,000 pulse trodes only. 25,000 and 16,000 pulse trodes will be credited at \$0.04 per pulse for up to 2,000 pulses maximum. For 50,000 pulse trodes with over 5,000 pulses remaining, a 20% restocking fee will be charged (maximum of \$195). Trodes returned greater than 30 months from original sales date will be credited for only ½ of the remaining pulses. Trodes returned to PulseVet due to malfunction will be examined by a PulseVet technician, and if deemed faulty, the full credit remaining will be provided to the account.

CAUTION: DISCONTINUE USE OF ANY TRODE AND CONTACT PULSEVET IMMEDIATELY IF YOU NOTICE ANY SIGNS OF MALFUNCTION