



EXPRESS CUSTOMER AGREEMENT

This Customer Agreement (“Agreement”) is made as of the date set forth on the reverse hereof and by and between Express Dental Laboratory (“Company”) and the customer as set forth on sent invoices and statement (“Customer”). The Company and the Customer do hereby agree as follows:

1. Payment Terms. Full payment, as set forth on the Company’s current price sheet for all products, work, services or shipments requested by the Customer pursuant to each order placed by the Customer shall be due upon invoice, which is inserted in the shipping box with each returning case to Customer. As a courtesy, the Company mails out a statement on the last day of the month, or first day of the next month, which provides a history of outstanding invoices and balances. The statement is marked, “Due on Receipt”. As a further courtesy, the Company provides a maximum 15 day grace period to allow each Customer sufficient time to process the statement and mail in a check, or pay via credit card. Balances not paid by the 15th of the month shall be considered past due and the balance will be automatically billed to Customer credit card on file. Any concerns regarding an invoice should be addressed within 5 days of receiving the invoice. Any concern regarding an invoice should be addressed prior to the 10th of the month, otherwise the balance will be deemed as “past due” and subject to late fees. The Company recommends placing the payment in the mail no later than the 10th of each month, so it will be receive before the 15th. Payments not received and balances left unpaid on the 15th, will be subject to the Company’s customary late fee (4.9%) each month and the Company reserves the right to move the Customer to a “Bill-Credit-Card-Prior-To-Ship” status; where cases are billed against a credit card on file prior to being shipped.

1.1. Valid Credit Card on File. Customer agrees to place, and maintain, a valid credit card on file with ompany which will be kept on file in the Company’s Case Management Software. Customer agrees Company can bill any and all outstanding past-due balances against the Customer’s credit card on file. Company agrees to digitally encrypt the information in the Company’s Case Management System. Customer shall have access to change, add or remove card information at any time by signing into the Case Management System. It is the Customer’s responsibility to insure card on file is valid with a credit limit capable of paying any past-due balance.

1.2. Past Due Amounts. On any past due balances, Customer agrees to pay a late monthly charge equal to four nine-tent of a percent (4.9%) of any such balance. This late charge will accrue on a pro-rata basis during each 30 day period starting on the Due Date and continuing until the unpaid past due balance is paid in full. Unless elected otherwise by the Company, any promotional discounts will be void if the invoice total is not paid when due; and any and all future shipments to the Customer shall be on a “Bill-Credit-Card-Prior-To- Ship” basis only, until the Customer’s entire outstanding balance and any late charges are paid in full.

1.3. Payment Processing. Any payments, with the exception of “Bill-Credit-Card-Prior-To-Ship”, by the Customer while a past due balance exists shall be applied first to late charges and second to past due balances before being applied to current balances, unless elected otherwise by the Company. In an effort to maintain competitive rates, all Credit Card payments are Subject to a 2.9% processing fee.

1.4. Total Late Charge Limit. The late charges applicable to any past due balance are expressly limited so that in no event whatsoever shall the amount of any late charge exceed the highest lawful rate permissible under applicable usury laws. If, under any circumstances whatsoever, a late charge hereunder shall accrue such that it transcends the limit of permissible charges prescribed by law which a court of competent jurisdiction may deem applicable thereto, then the late charge shall be reduced to the limit of such permissible charges, and if from any circumstances the Company shall ever receive a payment amount which might be otherwise deemed to be interest in excess of such limits, the same shall be applied to the reduction of the unpaid principal balance due by the Customer and not to the payment of interest. This provision shall control every other provision of all agreements between the Customer and the Company.

2. Delivery Terms and Conditions. The Company shall use its best reasonable commercial efforts to prepare all products, work, services or shipments requested by the Customer in a timely fashion. However, the Company cannot and does not represent or warrant that such products, work, services or shipments will be delivered by any particular date, unless otherwise agreed by the

Company. The Customer may not claim any offset or reduction in price for products, work, services or shipments for any alleged late delivery, discrepancies, shortages, claims, or incorrect shipments unless agreed to in writing by the Company.

Unconditional Guarantee:

Express guarantees your complete satisfaction with the workmanship and materials of the appliance you purchased. If, for any reason, the device is not acceptable at the time of receipt or at the time of insertion, we shall adjust, repair or replace the appliance at no charge. Simply return the device together with an explanation of the problem and your request for a device adjustment, repair or replacement.

Device Warranty:

The oral device you purchased is warranted against defects in workmanship and materials. In the event of unsatisfactory material performance, the repair or complete replacement of the device is covered. Most orthodontic, sleep and splint devices are warranted for 90 days. Cosmetic porcelain/resin restorations, alloy restorations, cast or flexible partial restorations and denture teeth will be warranted for one year. Denture bases are warranted for two years.

Device Warranties do not include nor apply to cash refunds, temporary replacements, costs incurred for removal or reinsertion, costs incurred by another laboratory, devices that have been previously repaired or altered from new, device damage or ill-fit due to accident, neglect or abuse, supporting bone, tooth or tissue failure, dental changes or improper oral hygiene.

To validate the Device Warranty, the following conditions must be met:

- 1.) Original restoration alloy must be returned to the originating laboratory along with a new completed work authorization.
- 2.) The original work authorization, or evidence of original purchase, must be included along with a new completed work authorization and the device.

This warranty is in lieu of all other warranties either expressed or implied and may not be modified.

3. Method of Shipment. The Company shall, unless specified otherwise in writing by Customer, determine the method of shipping or transport of its products, work, services or shipments. Customer shall be responsible for all shipping and transport costs, including, but not limited to, the payment and maintenance of any shipping or transport insurance. Customer shall bear all risk of loss or damage during shipping or transport.

4. Customer Orders. All Customer orders or requests for products, work, services or shipments requested by the Customer shall be made in writing pursuant to the forms made available by the Company for such purposes. The Company reserves the right to disregard any other orders or requests. The Customer shall supply the Company in writing with all specifications and information reasonably required by the Company to produce and prepare any prostheses or other items requested by the Customer. While the Company reserves the right to request, from time to time, further specifications or information from the Customer on each order, it expressly disclaims any duty to do so and may rely entirely upon the original specifications and information provided by the Customer without any duty of investigation or further inquiry. The Customer shall be solely responsible for the accuracy of any such specifications or information. Further, upon receipt, the Customer shall be responsible to inspect the products, work, services, or shipments requested by Customer, including, without limitation, all prostheses for proper application, fit, alignment and ultimate use.

5. Errors, Omissions or Mistakes. Any and all discrepancies, shortages, claimed product deficiencies, or incorrect shipments ("Claimed Errors") must be reported immediately to the Company by the Customer, and in no event later than ten (10) calendar days from the date of receipt. Such a report shall be made in writing and delivered to Company, provided, however, that Customer may notify Company orally, by telephone, by email or otherwise of Claimed Errors, so long as it also contemporaneously prepares and delivers to Company a written record of Claimed Errors, upon which such oral notification shall be deemed effective as of the date made. Unless notification of Claimed Errors is made and delivered as set forth above, Customer shall be deemed to have inspected and accepted all products, work, services, or shipments of or by Company. The Company shall reasonably cure any discrepancies, shortages, claimed product deficiencies, or incorrect shipments for which it may be responsible only if notified as set forth above. Upon Customer's proper notification to Company, discrepancies, shortages, claimed product deficiencies, or incorrect shipments shall be handled as follows:

5.1. Customer Errors. Errors, omissions or mistakes made by Customer shall be corrected by the Company at its own expense. For Porcelain Fused-to-Metal ("PFM") materials and all ceramic restorations only, Company warrants that for three years from the date

of shipment, such prostheses shall be free from defects in workmanship or materials. If Customer reasonably believes there is a defect in Company's workmanship or the materials, Customer shall request a return authorization from Company which Company shall reasonably provide. The Company will not remake any prosthesis or otherwise remedy any claimed prosthesis defect unless and until proper return authorization has been requested and provided. Upon obtaining a return authorization, the Customer shall promptly return any prosthesis in question while also clearly and conspicuously identifying the same pursuant to the return authorization, or as otherwise directed by the Company. The Company shall, at its option, either remake or repair any prosthesis in question or give credit to Customer of the original invoice amount, for the prosthesis in question once returned to Company as set forth above.

5.2. Customer Errors. Errors, omissions or mistakes made by Customer may be corrected by the Company in its sole discretion; and, depending upon the nature of the case, at the expense of the Customer, provided, however, that the Company shall invoice the Customer only the cost of correcting the mistake of the Customer.

6. DISCLAIMER OF WARRANTIES. THE COMPANY AND THE CUSTOMER ACKNOWLEDGE THAT THE COMPANY WILL PREPARE ANY REQUESTED PROSTHESIS OR OTHER DENTAL RESTORATION TO THE SPECIFICATIONS OF THE CUSTOMER AND THAT THE CUSTOMER IS SOLELY RESPONSIBLE FOR SUCH SPECIFICATIONS. THE COMPANY MAKES NO OTHER WARRANTIES AND ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, ARE HEREBY EXCLUDED, EXCEPT FOR THAT LIMITED WARRANTY FOR PFM AND ALL CERAMIC RESTORATIONS PROVIDED IN SECTION 5.1, ABOVE. THE CUSTOMER ACKNOWLEDGES THAT THE COMPANY IS NOT LICENSED TO PRACTICE DENTISTRY AND DOES NOT KNOW THE PARTICULAR CIRCUMSTANCES OR APPLICATIONS UNDER WHICH THE PROSTHESES OR OTHER DENTAL RESTORATION ARE TO BE UTILIZED, AND, THEREFORE, THE COMPANY DOES NOT AND CANNOT WARRANT THAT THE PROSTHESES ARE FIT FOR ANY PARTICULAR PURPOSE OR THAT THE SAME IS IN ANY WAY MERCHANTABILITY.

As a convenience to you, we accept US Cash Currency, Checks, VISA, MASTERCARD, and American Express for payment of your bill. All Credit Card payments are Subject to a 2.9% processing fee.

7. LIMITS OF LIABILITY FOR USE OF PROSTHESIS. THE CUSTOMER ACKNOWLEDGES THAT IN NO EVENT WILL THE COMPANY BE LIABLE TO ANY PARTY, INCLUDING, BUT NOT LIMITED TO PATIENTS OF THE CUSTOMER, FOR ANY DAMAGES RESULTING FROM ANY USE OF THE PROSTHESES OR OTHER DENTAL RESTORATION, INCLUDING BUT NOT LIMITED TO, INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER CLAIMED BY THE CUSTOMER, ANY PATIENT OF THE CUSTOMER, OR ANY OTHER PARTY. IN ADDITION, THE CUSTOMER UNDERSTANDS THAT NEITHER THE CUSTOMER OR ANY OTHER PERSON WILL BE CONSIDERED A THIRD-PARTY BENEFICIARY TO THIS AGREEMENT AND THAT NO SUCH PERSON WILL BE ABLE TO ENFORCE AGAINST THE COMPANY ANY REPRESENTATIONS OR WARRANTIES, IF ANY, MADE HEREIN OR BY THE CUSTOMER TO SUCH PATIENT.

8. Indemnification. To the fullest extent permitted by law, the Customer shall defend, indemnify and hold the Company and its principals, shareholders, directors, officers, employees, representatives, agents, successors and assigns, free and harmless from any and all claims, liabilities and damages, known and unknown, arising directly or indirectly from either the Company's performance pursuant to the Customer's orders or requests for products, work, services, or shipments, or otherwise by reason of the Customer's treatment of any patient or the actual application, fit, alignment or ultimate use of any prostheses or other dental restorations prepared by Company hereunder, except as to claims arising from the Company's intentional misconduct or gross negligence. With the prior approval of the Customer, which approval shall not be unreasonably withheld, the Company and its principals, shareholders, directors, officers, employees, representatives, agents, successors and assigns may retain its/their own counsel to defend it/them in such action in which case the Customer shall pay for the reasonable fees, costs and expenses of such counsel, and all Court or Arbitration costs.

9. Entire Agreement/Non-Waiver. This Agreement shall be read in conjunction with the provisions set forth on the reverse hereof, which provisions (including name, description of products, work, services, or shipments, etc.) shall be incorporated herein, and all of which shall constitute the entire agreement between the parties hereto pertaining to the subject matter contained herein and therein and shall supersede all prior, and contemporaneous agreements, representations and understandings of the parties. No waiver of any one of the provisions of this Agreement shall be deemed, or shall constitute a waiver of any other provision, whether or not similar, nor shall any waiver constitute a continuing waiver. No waiver shall be binding unless executed in writing by the party making the waiver.

Severable Provisions. Should any provision or portion of this Agreement be held or otherwise become unenforceable or invalid for any reason, the remaining provisions and portions of this Agreement shall remain binding be unaffected by such unenforceability or invalidity.

10. Binding Effect. This Agreement shall be binding on, and shall inure to the benefit of the parties to it and their respective heirs,

legal representatives, successors and assigns. Nothing in this Agreement, whether express or implied, is intended to confer any rights or remedies upon any person other than the parties to it and their respective successors and assigns, except as set forth herein, nor is anything in this Agreement intended to relieve or discharge the obligation or liability of any third-persons to any party to this Agreement, except as set forth herein, nor shall any provision give any third person any right of subrogation or action over against any party to this Agreement, except as set forth herein.

12. Binding Arbitration Terms. To the fullest extent permitted by law, any and all disputes between Company and the Customer arising over the terms of this agreement, its enforcement, or relating in any manner whatsoever to, the Company's performance pursuant to the Customer's orders or requests for products, work, services, or shipments ("Claims"), including, without limitation, all disputes arising under or to enforce this Agreement, ("Arbitral Claims") shall be resolved by binding arbitration. The scope of Claims shall include, but are not limited to, contract disputes (express or implied), tort claims of all kinds, equitable claims, and any Claims based on any federal, state or local law, statute or regulation. The parties agree that the venue for any such Claim will be in Cleveland County, Oklahoma. In any arbitration proceeding commenced as hereinabove described, the successful or prevailing party or parties shall be entitled to recover as an element of their damages reasonable attorneys' fees and other costs incurred in that action or proceeding, including but not limited to filing fees, deposition expenses, and expert witness fees, in addition to any other relief to which said prevailing party or parties may be entitled.

12.1 Arbitration Procedure. Arbitration of any Claims shall be through a members of the National Academy of Distinguished Neutrals Judicial with the Cleveland County, Oklahoma, area in accordance with its rules and regulations then in effect. Arbitration shall be final and binding upon the parties and shall be the exclusive remedy for all Claims. Either party may bring an action in court to compel arbitration under this Agreement and to enforce an arbitration award. Otherwise, neither party shall initiate or prosecute any lawsuit or administrative action in any way related to any Claim.

Notwithstanding the foregoing, and only to the extent allowed by law, either party may, at its option, seek injunctive relief pursuant to Title 12 - Oklahoma Code of Civil Procedure section 12-1858. In any arbitration proceeding, the parties shall have the same rights provided in Oklahoma's Code of Civil Procedure section 12-1858. The decision of the arbitrator shall be in writing and shall include a statement of the essential conclusions and findings upon which the decision is based. The interpretation and enforcement of this agreement to arbitrate shall be governed by the Oklahoma Arbitration Act, Chapter 38B.

12.2 Arbitrator Selection and Authority. All disputes involving Claims shall be decided by a single arbitrator. The arbitrator shall be selected by mutual agreement of the parties within thirty (30) days of the effective date of the notice initiating the arbitration. If the parties cannot agree on an arbitrator, then the complaining party shall notify National Academy of Distinguished Neutrals Association and request selection of an arbitrator in accordance with NADN rules. The arbitrator shall have only such authority to award equitable relief, damages, costs and fees as a court would have for the particular claim(s) asserted. The fees of the arbitrator shall be paid equally by the parties. If the allocation of responsibility of the payment of the arbitrator's fees would render the obligation to arbitrate unenforceable, the parties authorize the arbitrator to modify the allocation as necessary to preserve enforceability.

The arbitrator shall have exclusive authority to resolve all Claims, including, but not limited to whether a particular claim can be arbitrated and whether all or any part of this Agreement is void or unenforceable.

13. Controlling Law. This Agreement is deemed to have been entered into, and primary performance will be deemed to be in Cleveland County, Oklahoma. This Agreement shall be construed in accordance with, and governed by, the laws of the State of Oklahoma.