



eXceed Services GmbH  
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eXceed “Office” Service Agreement

Customer Details

Name: \_\_\_\_\_

Address: \_\_\_\_\_

(hereinafter: “the Customer”)

eXceed Services GmbH (hereinafter: “eXceed”) and the Customer have agreed to make following agreement including all rights and obligations contained herein:

1. Service Fees

1.1 Price of eXceed Planning Services shall be as follows:

<b>Item</b>	<b>\$US Price</b>
eXceed ALi Express Plan (20 aligners or less)	220
eXceed ALi Light Plan (21 aligners or more)	270
eXceed ALi 1st Refinement Plan	Included
eXceed ALi 2 <sup>nd</sup> Refinement Plan	120

1.2 Aligners are counted as combination of singles (e.g. – 20 aligners can be 10 upper and 10 lower, 20 upper and zero lower or 20 lower and zero upper).

1.3 All fees are subject to change, following a 30-days’ notice.

2. Cancelled and/or Unapproved Orders

Cancelled orders or orders for which plans have not been approved or revised within 60 days from posting date, and shall be deemed as cancelled, will bear a fee of \$US 140.

3. ALi Plan Refinement

If further tooth movement is needed or if clinical results have deviated to such an extent that the aligners no longer fit, a refinement (i.e., mid-course correction) may be necessary. eXceed ALi Express or Light Plans include one such refinement provided it is received within the Treatment Expiration Date.

Commencing on the date of the order, Treatment Expiration Date is calculated based on the number of aligners per arch, times two weeks, plus two months.



4. Plan Delivery

Provided all necessary records and instructions have been provided, Plans shall be made available for review within up to 5 (five) business days from order submission.

5. Payment Terms

5.1 Plans shall become invoiceable following approval by the Customer and full payment is a pre-condition for making the corresponding print files available to the Customer.

5.2 Invoices for cancelled and/or unapproved orders shall be issued to the Customer by the 5<sup>th</sup> day of the following month. All invoices shall be paid within 7 days from the invoice date.

6. Warranty

eXceed warrants to the Customer that the quality of plans provided shall be reasonable and adequate. If the Customer discovers a material defect in the quality of the plan provided, the Customer will promptly notify eXceed and eXceed's entire obligation and the Customer's sole remedy will be for eXceed to use its best efforts to correct any discovered defect and provide the customer with a corrected version of the plan.

7. Disclaimer

Except for the above express limited warranty, eXceed makes and the Customer receives no warranties on the plans, express, implied, statutory, or in any other provision of this Agreement or communication with the Customer, and eXceed specifically disclaims any implied warranties of merchantability or fitness for a purpose. eXceed does not warrant that the operation of the appliances designed with the help of the plans will be uninterrupted or error free.

This Service Agreement shall be solely validated by the parties' signature below and by doing so, the undersigned hereby approve the terms and conditions contained herein:

Customer:  
Name: \_\_\_\_\_  
Date: \_\_\_\_\_  
Signature: \_\_\_\_\_

eXceed:  
Name: \_\_\_\_\_  
Date: \_\_\_\_\_  
Signature: \_\_\_\_\_