

GENERAL CONDITIONS OF SALE AND DELIVERY

DirectEndodontics SAS (hereinafter referred to as "DirectEndodontics") simplified joint-stock company, with a capital of 10,000 Euros, whose registered office is located at 91 rue du Faubourg Saint-Honoré, 75008 Paris, France, registered in the Register of Companies of Paris under number 949 471 460, represented by Mr Marc GORDON acting in the capacity of President and having the required powers.

Scope

These General Conditions of Sale ("GCS") govern any Order (refer to Definitions) placed by a Customer (refer to Definitions) with DirectEndodontics at the address "<https://www.directendo.com/>" ("Website") for the Products (refer to Definitions) available on the Website. Therefore, before placing any Order, the Customer must carefully read these GCS. If the Customer does not accept these GCS, they will not be able to Order Products on the Website.

It is expressly agreed that the acceptance of the General Conditions of Sale by DirectEndodontics's Customer also means the acceptance of the General Conditions of Use relating to the use of the "Payplug" payment service-provider (refer to Definitions) provided at the time of payment on the Website. In the event that the provisions of these General Conditions conflict with the General Conditions of Use of Payplug <https://www.payplug.com/terms-of-use/> ("Payplug GCU"), it is agreed that the provisions of these General Conditions shall prevail.

The GCS are complemented by the General Conditions of Use at the following address: <https://www.directendo.com/Terms/Terms-and-conditions-of-use> and by the Privacy Policy at the following address: <https://www.directendo.com/Terms/Privacy-policy>

These GCS are subject to the Regulation EU 2017/745 of the European Parliament and of the Council of 5 April 2017 on medical devices, amending Directive 2001/83/EC, Regulation (EC) No. 178/2002 and Regulation (EC) No. 1223/2009 and repealing Council Directives 90/385/EEC and 93/42/EEC.

Definitions

"Customer" refers to one or more Healthcare Professional(s) or a person acting on their behalf who has opened a Customer Account and places an Order on the Website. A Customer is necessarily a User and a Customer Account User.

"Order" refers to a purchase offer for the Products presented on the Website and selected by the Customer after payment and validation by DirectEndodontics.

"Customer Account" refers to a personal space on the Website, validated by DirectEndodontics, that the Customer has created using an ID and Password when registering on the Website in order to place an Order.

"Shipper" refers to the company United Parcel Service France SAS, in charge of shipping the Products ordered on the Website by the Customer.

"Password" refers to a combination of secret letters, numbers or symbols selected by the Customer Account User while creating their Customer Account, which are required for all logins to their Customer Account.

"Description" refers to an explanatory document for the Product displayed and sold on the Website and does not replace the instructions for use within the meaning of Article 2 of Regulation EU 2017/745 of the European Parliament and of the Council of 5 April 2017 on medical devices, amending Directive 2001/83/EC, Regulation (EC) No. 178/2002 and Regulation (EC) No. 1223/2009 and repealing Council Directives 90/385/EEC and 93/42/EEC.

"Instructions for Use" refers to the indications provided by DirectEndodontics to inform the Customer about the purpose and proper use of a device and the precautions to be taken.

"Product(s)" refer(s) to endodontic or dental medical devices that comply with Regulation (EU) 2017/745 of the European Parliament and of the Council of 5 April 2017 on medical devices, amending Directive 2001/83/EC, Regulation (EC) No. 178/2002 and Regulation (EC) No. 1223/2009 and repealing Council Directives 90/385/EEC and 93/42/EEC intended for professional use after reading the Description and Instructions for Use in accordance with each of the said devices.

"Payment Service-Provider" refers to the company Payplug Entreprise SAS as payment infrastructure connected by an API (Application Programming Interface) for the purposes of implementing a payment functionality on the Website.

"Healthcare Professional(s)": refer(s) to any natural person holding a diploma in the branch of dental health care.

"User(s)" refers to one or more Healthcare Professional(s) or a person acting on their behalf who browse the Website without opening a Customer Account.

"Customer Account User(s)" refer(s) to one or more Healthcare Professional(s) or a person acting on their behalf who opens a Customer Account but does not place any Order on the Website.

ARTICLE 1 - ACCESS TO THE WEBSITE

Any access to the Website or any Order is limited to Healthcare Professionals from the endodontics sector or persons acting on behalf of such Healthcare Professionals from the endodontics sector. DirectEndodontics can, at any time, ask the User of the Website to prove their status of Healthcare Professional defined above. It is understood that access to the Website is mandatorily conditioned by the acknowledgement of having this status by the User of the Website.

Any incorrect declaration is the sole responsibility of the User. DirectEndodontics will be able to initiate any legal or administrative proceedings against this person, natural or legal, and will be able to claim compensation in case of direct or indirect damages. DirectEndodontics shall be entitled to exclude such a person from the Website and may,

consequently, close and delete their Customer Account without having to justify the same or having to bear damages of any kind, direct or indirect.

ARTICLE 2 – CREATION OF THE CUSTOMER ACCOUNT

The online sale of the Products presented on the Website is reserved for Healthcare Professionals who have a Customer Account.

The requested information while creating a Customer Account is strictly necessary for DirectEndodontics to be able to provide its services. It is the Customer's responsibility to provide valid and complete information to DirectEndodontics and to ensure that this information is up-to-date. It is the responsibility of the User of the Customer Account to inform DirectEndodontics about any change pertaining to this information. This information is accessible from the Customer Account. The User, the User of the Customer Account or the Customer must accept the aforementioned Privacy Policy regarding the processing of their personal information. If the User, User of the Customer Account or the Customer does not accept the Privacy Policy, they must unsubscribe and stop using the Website.

Logging in to the Customer Account requires a Password that was chosen at the time of creation of the Customer Account by the User. It is the User's responsibility to maintain the confidentiality of access to the Customer Account and thus the confidentiality of the Password and to ensure that there are access restrictions on their terminal like computer, tablet and other equipment.

The User of the Customer Account or the Customer acknowledges and accepts full responsibility for all activities carried out from the Customer Account and/or the use of their Password. The User of the Customer Account must take all the necessary steps to ensure that the Password remains confidential and in their safe custody. The User of the Customer Account must immediately inform DirectEndodontics if they have reason to believe that their Password is known to a third-party or if the Password is used or is likely to be used in an unauthorised manner.

DirectEndodontics reserves the right to close any Customer Account, at its own discretion, for any reason whatsoever, and in particular, if the behaviour of the User of the Customer Account or the Customer justifies it. This shall be the case, in particular, if there is a breach of these conditions, and in case of a breach of the applicable laws, or even a breach of policies of any kind accessible from the Website or by reference.

ARTICLE 3 – ADVERTISING

The slogans are associated to a communication policy and can be modified by DirectEndodontics unilaterally and without notice.

They are listed in "Addendum 1" appended to these General Conditions of Sale.

Any slogan of a commercial offer applies only if it is listed in the appended Addendum.

ARTICLE 4 – PRODUCTS

The Products and services offered on the Website are described and presented in as much detail as possible in a Description so that the Healthcare Professional has greater knowledge about the essential features of the Product. This Description of each Product is written in at least five official languages of the European Union for the Healthcare Professional. The Description is accessible on the Website on the page of the Products offered before placing an Order.

If, despite the above, the Healthcare Professional wishes to obtain additional information or has any queries, they can send an email to welcome@directendo.com. A description of each product is given before the Order is placed In order to always be in compliance with the Regulation EU 2017/745 of the European Parliament and of the Council of 5 April 2017 on medical devices, amending Directive 2001/83/EC, Regulation (EC) No. 178/2002 and Regulation (EC) No. 1223/2009 and repealing Council Directives 90/385/EEC and 93/42/EEC, DirectEndodontics is entitled to unilaterally change the Products themselves and/or their description. The Descriptions must be read carefully before placing any Order.

The Customer is solely responsible for the correct use of the Products in accordance with the Instructions for Use, labels and warnings. Any non-compliant use of the Products is under the sole responsibility of the Customer. DirectEndodontics is, under no circumstances, liable for any damage resulting from a use or implementation that does not conform to the prescriptions.

The price and Product offers are valid as long as they are visible on the Website, except for special operations whose validity period is specified on the Website.

ARTICLE 5 - AVAILABILITY

The Website displays the level of stocks of the available Products. DirectEndodontics will do its best to have a sufficient stock level for each Product but cannot be held responsible in case of insufficient quantities.

The Customer, the User or the Customer Account User is asked to consult the availability of the Products sold on the information page of the Product concerned.

In case of an Order for several Products, if any of the Products is unavailable at the end, DirectEndodontics will then inform the Customer about the impossibility of sending the unavailable product. The remainder of the Order will be processed and shipped to the Customer within the deadline stated in the information e-mail pertaining to Order tracking sent to the address provided in the Customer Account. The unavailable Products ordered will then be processed and sent to the Customer as soon as they become available.

If a Product Order is totally or partially unavailable, DirectEndodontics has 30 days ("Dispatch Suspension Period") to return the said Product, and therefore, the Order is not cancelled. However, when the absence of Products is due to a cessation of sales of the said Products (discontinuation of the reference, non-availability of raw materials, etc.), DirectEndodontics will make a full refund of the said Products through the Payment Service-Provider. Whatever the circumstances, during this p Dispatch Suspension Period, the Customer can contact DirectEndodontics at the following address: <https://www.directendo.com/Contact> indicating his Order number in order to inform DirectEndodontics of their wish to cancel the order. In this case, DirectEndodontics will inform the Payment Service-Provider within 30 days so that they can make the refund as per their General Conditions and Conditions of Use.

ARTICLE 6 – PLACING THE ORDER

Placing the Order takes place in several steps:

- "You have confirmed that you are a Healthcare Professional,
- You browse the page of the Product(s) you are interested in,
- You consult the Description and the Instructions for Use displayed with the presented Product(s).
- You fill your shopping cart with the Product(s)

- You must then enter your Customer Account details (email and password) or create your DirectEndodontics Customer Account,
 - When you create your Customer Account you must have read and accepted the Privacy Policy,
 - You can view the summary of your Order (quantity, unit price and total price including VAT if you are subject to it) and go back to the previous pages to change it throughout the Order tunnel, till the payment page,
 - On the shopping cart page, in the drop-down menu, you indicate if you have a discount coupon offered by DirectEndodontics,
 - You see the amount of the "Shopping cart Total" that is displayed with the cost of each of the Products, excluding tax and inclusive of taxes and a discount if applicable,
 - You must have read the General Conditions of Sale of the Website and the General Conditions of Use and accepted them by ticking the following box "I accept the general conditions of use and the general conditions of sale" to access the payment,
 - You must accept payment in the Euro currency by ticking the following box: "I accept that this transaction is conducted in Euros (EUR), and that bank conversion fees may apply according to the policies of my bank or the payment service provider PayPlug",
 - You must click on the "Proceed to Payment" button in order to confirm your Order,
 - You select the delivery address and the billing address of your choice,
 - You can proceed to payment
 - 1) by bank card by clicking on the button "PAYMENT"
 - After you have clicked on "PAYMENT", you are redirected to the Payment Service-Provider's page applying the total amount of your Order in the applicable currency,
 - You enter your bank details with our Payment Service-Provider partner with the option to save them for future use,
 - Then, you click on "Pay" with our Payment Service-Provider
- OR
- 2) by bank transfer by clicking on the button "BANK TRANSFER PAYMENT"
 - You must confirm your choice to proceed with the bank transfer payment

- Once your choice is confirmed, please carefully read the steps to follow for making the bank transfer payment (banking details of DirectEndodontics, the amount of your order to be settled, reference for the bank transfer, as well as the steps for confirmation and shipment of your order)
- You can see the status of your Order that is displayed on your Customer Account. In this case, the Order is completed subject to confirmation,
- You will receive an Order summary email from DirectEndodontics when your Order has been confirmed."

ARTICLE 7 – ORDER

The sales contract between DirectEndodontics and the Customer will be concluded only after the Customer has placed their Order as mentioned in "ARTICLE 6 – PLACING THE ORDER".

When the Order is validated and is ready to be shipped, the Sender will send an e-mail confirming the dispatch of the Order to the e-mail address provided by the Customer while creating their Customer Account. The provided e-mail address may be changed by the Customer in their Customer Account settings.

The Customer may cancel their Order until notification of dispatch is received in the Customer Account. Once the Order has been notified as "dispatched", the Customer must send a message to DirectEndodontics through the "Contact Us" section at the following address: <https://www.directendo.com/Contact> in order to inform about their wish to cancel their Order. Nevertheless, the Customer will receive the ordered Product(s) but may return them to DirectEndodontics in order to receive a full refund.

ARTICLE 8 – PRICE

The prices displayed on the Website can be displayed as either exclusive of tax as well as inclusive of tax in the currency chosen by the Customer using the drop-down menu displayed on the Website.

Before the payment process, the prices are displayed in the Customer's currency based on their delivery address. At this stage, the Customer will have the exact price of their Order and can always cancel their Order.

Under these conditions, any change in the applicable VAT rate and/or the rate of conversion into the Customer's currency may be reflected in the price of the Products or services at the time of placing the Order (Refer to ARTICLE 6 – PLACING THE ORDER).

It must be noted that any discount offer in accordance with an applicable advertisement may also change the total amount of the Order. DirectEndodontics reserves the right to change its prices, at any time, it being understood that the price indicated on the Website on the day of the Order will be the only price applicable to the Customer.

ARTICLE 9 – METHOD OF PAYMENT

Payments can be made by bank card through the Payment Service-Provider duly authorised by DirectEndodontics. The Payment Service-Provider accepts the following payment methods:

- Visa
- Mastercard

Payments can also be made by bank transfer using the following banking details:

- Bank Name: HSBC
- Account Holder: DIRECTENDODONTICS
- IBAN: FR7630056005100510001424660
- BIC/SWIFT: CCFRFRPP

These payment methods are subject to change.

The Customer's bank account will be debited after validation of the Order by the total amount of the ordered Products.

The invoices will be available in PDF format after payment in the Customer Account under "Orders" in the "View invoice" section. The Customer accepts the invoices as they are displayed in the Customer Account.

ARTICLE 10 – DELIVERY

The ordered Products shall be delivered in all the Member States of the European Union (except for the Overseas Territories and Departments), Switzerland, Norway and the United

Kingdom at the delivery address provided by the Customer in their Customer Account and displayed when the Order is placed.

The delivery address can be changed at any time within the limits of the above-mentioned Countries.

Delivery will be made by the Shipper according to the UPS General Conditions of Carriage available at the following address:

https://www.ups.com/assets/resources/webcontent/fr_FR/terms_carriage_fr.pdf

The delivery deadlines indicated when the Product(s) are ordered are not guaranteed and are only given as an indication since DirectEndodontics ships the Products via the designated Shipper. DirectEndodontics has an obligation of results in order to deliver the Products to the Shipper on time but DirectEndodontics cannot be held responsible if a delivery deadline is not met by the Shipper themselves according to their own UPS General Conditions of Carriage at the following address:
https://www.ups.com/assets/resources/webcontent/fr_FR/terms_carriage_fr.pdf.

The delivery costs are borne by DirectEndodontics and are thus not indicated in addition to the sales price. It is understood that for the deliveries outside the territory of the European Union, customs taxes may be imposed by the regulations, and associated fees may be added upon the request of the Shipper. DirectEndodontics is not aware about the same in advance and the said customs taxes and fees will be applied in addition to the prices displayed of the total amount of the Order.

If the customs formalities must be completed, the Customer gives the Shipper the authorisation of direct representation to act in its name and on its behalf in the context of the customs declarations. The customs clearance services shall be invoiced in accordance with the provisions set out by the Shipper in its General Conditions. The Customer must present all the documents necessary for the completion of the customs formalities in accordance with the applicable regulations, and provide its EORI number if required.

The Customer shall alone bear all the financial consequences resulting from incorrect, incomplete, inapplicable declarations or documents or late declarations or documents submitted late, or any breach of regulations, mainly customs regulations, which may result in the Shipper having to pay duties, additional taxes or fines to the administration

concerned. The authorisation given to the Shipper does not include representation in the context of a dispute with the customs authorities.

A tool to help with customs procedures is available on <https://www.ups.com/fr/fr/support/international-tools-resources.page>

ARTICLE 11 – RIGHT OF COMMERCIAL RETURN

Unless the packaging of the Product(s) has been opened, the Customer can avail of a full refund by returning the said Product(s) without giving any reason to DirectEndodontics within a period of three years (36 months) from the day the Product(s) was/were paid for.

If the packaging of the Product(s) has been opened, the Customer can avail of full refund for up to two (2) boxes of Products even if they have been used, provided that the Customer Account is activated and that the empty packaging can be returned to DirectEndodontics at the sole expense of the Customer. The potential charges (customs, shipping, etc.) are also at the sole expense of the Customer.

It is the Customer's responsibility to follow the precise instructions that will be communicated by DirectEndodontics for the return of the said Products after having contacted DirectEndodontics through the following URL address: <https://www.directendo.com/Contact>

In case of valid exercise of the said right of commercial return, DirectEndodontics will reimburse the Customer following the effective and demonstrable application by a proof of shipment of the Product(s) in accordance with the instructions communicated by DirectEndodontics to the Customer. The refund will be made through the Payment Service-Provider who is solely responsible for the processing time of the refund.

In case of a refund, DirectEndodontics will credit the Customer's bank account with the amount to be refunded to them following a commercial return through the Payment Service-Provider. DirectEndodontics sends the refund information within a period of 30 days of the return of the Product(s) to the Payment Service-Provider, who is solely responsible for the refund period. The refund is made in accordance with the General Conditions of the Payment Service-Provider.

ARTICLE 12 – RIGHT OF WITHDRAWAL

Pursuant to derogation of Article L.121-21 of the French Consumer Code, Client does not have the right of withdrawal as the object of the sales contract entered with DirectEndodontics falls within the main scope of its professional activity.

ARTICLE 13 – FORCE MAJEURE

As a rule, DirectEndodontics has a duty to perform their contractual obligations even if certain events have made their performance more onerous than could reasonably have been foreseen at the time the contract was signed with the Customer.

However, DirectEndodontics cannot be held responsible for a failure or delay in the performance of their obligations if this failure or delay is caused by an event that is beyond the control of DirectEndodontics, such as: strikes, production stoppages due to accidental breakdowns, supply disruptions not attributable to DirectEndodontics or third-party partners or subcontractors, natural disasters, pandemics, epidemics, including related government decisions, war, nuclear disasters, civil unrest, destruction of premises or equipment that are necessary for operation following an earthquake, fire, flood or storm, or other similar events.

DirectEndodontics is obliged to immediately inform the Customer about the same and to do everything possible to avoid, interrupt or reduce the causes of the non-performance, and thus to resume the performance of the obligations as soon as possible after the end of the event.

ARTICLE 14 - LIABILITY AND COMPENSATION

Liability of the Customer

- The Customer Account User or the Customer is liable for the following obligations: obligation of sincerity and performance in good faith of these obligations as described herein;
- compliance with all the obligations described herein including the Privacy Policy and General Conditions of Use applicable to the Website;
- any declaration of the Health Professional status;

- the use of the nominative "DirectEndodontics customer code";
- the use of the nominative 10% discount coupon for the Customer Account;
- the correct use of the Products as indicated in the instructions for use;
- any declaration about the delivery and billing address;
- any declaration about their tax obligations;
- any use of the payment method used for the Order;
- any obligation to take out and maintain insurance in connection with their professional activity so as to cover the liability and indemnity commitments stated herein.

In the context of this responsibility, the Customer must compensate for all direct and indirect damages suffered by DirectEndodontics, their partners and subcontractors, including the costs of claims and defence in connection with the right to compensation of DirectEndodontics.

The Customer, when using the Products or the Website, must guarantee, indemnify and protect DirectEndodontics from any claim for warranty, repair, compensation, in connection with a non-compliant use and/or non-compliance with professional obligations.

Liability of DirectEndodontics

DirectEndodontics is responsible in accordance with article 1245-3 of the Civil Code for any defect in the Product if it does not provide the safety that the Customer can legitimately expect. It is understood that DirectEndodontics cannot be held liable for Products that are not intended to be sold, like samples/gifts. Similarly, the Customer's fault will exonerate DirectEndodontics from this liability.

All the procedures of evaluation of this defect will be considered in concreto in accordance with the applicable case-law.

- DirectEndodontics remains liable for the defects as regards compliance of the sold Product(s). In this sense, the Customer avails of the legal guarantees of compliance on the Products that are ordered and purchased through the Website: the Product(s) has (have) the qualities declared by DirectEndodontics;
- the Product(s) is (are) suitable for the use that is usually intended, and;
- the Product(s) correspond(s) to the ordered quantity.

In addition, the Customer avails of a legal guarantee on hidden defects defined in articles 1641 to 1649 of the Civil Code.

The Customer has a period of 24 months in which they can take action to guarantee compliance.

In the case of hidden defects, the Customer has a period of 24 months to take action from the discovery of the defect.

In the context of the guarantee of compliance, the Customer has a period of 24 months to take action from the delivery of the Product(s) concerned.

In both cases, the Customer can obtain a compensation or a replacement of the non-compliant Product or obtain the termination of the sale.

In the context of their liability, DirectEndodontics will only be held responsible for direct damages, excluding indirect damages like loss of use, non-material damage, financial costs, etc.

Liability due to third-party payment service-provider

The Customer acknowledges and accepts that the financial transactions carried out on the Website are managed by the Payment Service-Provider according to their own General Conditions. In this regard, DirectEndodontics cannot be held liable, in any way, for any damage resulting from a fault, negligence or contractual breach of the Payment Service-Provider.

Liability due to the third-party Shipper

The Customer acknowledges and accepts that the deliveries of the Orders placed on the Website are managed by the Shipper according to their own General Conditions. In this regard, DirectEndodontics cannot be held liable, in any way, for any damage resulting from a fault, negligence or contractual breach of the Shipper.

ARTICLE 15 - TRANSFER OF OWNERSHIP AND RISKS

DirectEndodontics retains full ownership of the Products sold and delivered until the full payment of the price of the Products ordered by the Customer is made. The Customer

retains and manages the Product(s) under reservation of ownership as a reasonable person until such time when the ownership of the said products is transferred to them.

The risks are transferred to the Customer at the time of delivery of the Product(s). Where the Customer remains in default of receipt or payment, it is agreed that the risk of loss of the Product(s) rests with the Customer.

ARTICLE 16 - MODIFICATIONS OF THE GENERAL CONDITIONS OF SALE

DirectEndodontics is entitled to make changes to these General Conditions of Sale at any time.

It is the sole responsibility of the Customer to ensure that they have the most recent and up-to-date General Conditions of Sale. The Customer is subject to the terms and conditions, policies and General Conditions of Sale in force at the time when the Customer places an Order.

If any of these conditions are considered invalid, void or unenforceable for any reason whatsoever, such a condition shall be deemed severable and shall not affect the validity and enforceability of the other conditions.

If any provision is considered to be invalid on a discretionary basis, DirectEndodontics will provide a valid substitute provision that has a similar or resembling effect.

ARTICLE 17 – PERSONAL DATA

The provisions relating to the protection of privacy and the storage of personal data are subject to the Privacy Policy. It must be noted that the management of personal data by DirectEndodontics is subject to law no. 78-17 of 6 January 1978, known as the "Loi informatique, fichiers et libertés (Data Processing, Data Files and Individual Liberties)" amended by an Order dated 12 December 2018 accompanied by a Decree dated 29 May 2019 to then integrate the Loi Pacte (Pacte Law) of 23 May 2019 and thus integrate the General Data Protection Regulation of 18 May 2018.

Moreover, in addition to the Privacy Policy, the Payment Service-Provider collects Personal Data from the Customer in order to properly carry out payment transactions on the

Website. In this regard, the Payment Service-Provider is responsible for the processing that they implement for the needs of their own business. DirectEndodontics is not responsible for the processing of personal data communicated by the Customer on the API interface of the Payment Service-Provider. DirectEndodontics recommends that the Customer carefully read the Payplug GCU detailing the Personal Data protection policy implemented by them before using their services. Under no circumstances shall DirectEndodontics be held responsible for any violation of the regulations in this regard by the Payment Service-Provider. DirectEndodontics is not co-responsible for the processing carried out by the Payment Service-Provider.

In addition, the Shipper also collects Personal Data from the Customer in order to properly carry out the delivery of the ordered Products. In this regard, the Shipper is responsible for the processing that they implement for the needs of their own business. DirectEndodontics recommends that the Customer carefully read the General Conditions of the Shipper detailing the Personal Data protection policy implemented by them before using their services. Under no circumstances shall DirectEndodontics be held responsible for any violation of the regulations in this regard by the Shipper. DirectEndodontics is not co-responsible for the processing carried out by the Shipper.

ARTICLE 18 – APPLICABLE LAW

These General Conditions of Sale are governed exclusively by French law.

Any dispute shall be submitted exclusively to the competent courts of Paris (France).

Appendix 1 – Addendum 1

"Free shipping", "free delivery" or "free dispatch" mean that the shipping costs of the products are borne by DirectEndodontics but do not include the potential customs fees applicable outside the European Union that remain the responsibility of the Customer.

"100% money back guarantee for all unopened products for three years" means that all purchases such as the packs that have not been opened can be returned for three years (36 months) from the date of creation of the Customer Account.

"SKU" means a stock keeping unit that is a scannable barcode, most often printed on the labels of the Products.

"100% refund for up to 2 empty instrument packages per SKU" means that a total refund for 2 products out of 6 products ordered, even used ones, is allowed provided that the Customer Account is active and the empty packages are returned at the Customer's sole expense to DirectEndodontics or that they follow the instructions provided by the DirectEndodontics equivalent to return them.

"Save an additional 10% for the first 12 months" means that this 10% discount applies from the date of creation of the Customer Account as long as the Customer Account User or the Customer is subscribed to the DirectEndodontics newsletter within the 12-month limit.

"Receive your NiTi endodontic instrument sample for evaluation purposes" means that a sample is provided to new Customer Account Users who register and agree that this sample may only be used by Healthcare Professionals for evaluation purposes (education or training) and not as a medical device used on patients.