

Service Agreement

-For pick-up/mail-in services: Offices must ultrasonically clean and autoclave instruments prior to servicing; instruments must be in sealed **sterile** pouches or cassettes.

-When choosing the “pick-up/drop-off” option, instruments will be transported in puncture-resistant, sealed containers.

-When choosing the “mail-in/mail-out” option, instruments will be packaged with protective material surrounding instruments and a tracking number will be provided via USPS.

-Turnaround Time: Same-day services may be available upon request; otherwise, please allow 1-2 business days for completion.

-Minimum order: A minimum order of 3 pouches or cassettes is required, unless discussed prior.

-Travel Fee: A \$15 travel fee will be added to services for all offices within the service: Davenport, IA; Bettendorf, IA; Moline, IL; Rock Island, IL. A \$30 travel fee will be added to services for all offices outside the service area.

-One travel charge per service.

-Safety Practices: OSHA and Safety practices followed, which includes the safe handling and transport of instruments, as well as proper PPE usage during servicing (gloves, eye protection and respiratory protection).

-Sterilization and Compliance: all instruments are cleaned, inspected, and safely packaged prior to return; however, **instruments are returned in a NON-STERILE state**. It is the sole responsibility of the client/dental office to properly sterilize all instruments in accordance with CDC guidelines and local regulations prior to patient use. Stay Sharp with Doodle LLC assumes no liability for infections or injuries resulting from the use of unsterilized instruments.

-Payment Terms: Invoices paid by cash or check will not incur a 3% credit card fee. Payment is due upon delivery of serviced instruments. For mail-in orders, payments must be processed prior to return shipping.

Signature: _____

Date: _____