



January 24, 2018

Dear Valued Customer:

It is our policy to add 80% of the invoice total as the insurance amount to all packages shipped to our customers. This is to cover any damaged or lost packages due to the fault of the courier. If you receive a package that is damaged, please tell the delivery person to record the damage on their screen. Also notify us of the damage so we can start a claim with the courier. If the box appears damaged, take a picture before you open it. Then you can open the package and take a picture of the packing material and any items that were damaged. This will help us get the claim processed quickly and allow us to replace the damaged items. Some of you have your own third-party insurance provider or choose to opt out due to the high cost of shipping insurance. If you do not want us to add insurance to your packages keep the following in mind:

- Most couriers will automatically insure packages up to \$100
- If we do not insure your package and it gets lost or damaged, you will be responsible
- We will not be able to make a claim to the courier
- We will not replace the parts, you will have to reorder the parts and pay the full price

If you are using a third-party insurer, they will make the claim to the courier independently. Any parts that need to be replaced will have to be re-ordered. Your insurance provider would have to reimburse you for the replacement parts.

Please fill out and sign the form below and return it to us by Feb. 15th, 2018 so that we may abide by your insurance preferences.

_____ I would like IEC to add insurance to ALL my packages shipped.

_____ I do not want IEC to add insurance to ANY of my packages, I have a 3rd party provider

_____ I do not want IEC to add insurance to ANY of my packages, I do not have a 3rd party provider

_____ I do not want IEC to add insurance to ANY of my packages, unless I specify on my P.O.

Signature

Title

Date

****If we do not receive this form by date mentioned above, we will start adding insurance to all your packages.**

Thank you in advance for your cooperation.

Kyle Prinzo
Shipping and Receiving Manager
Direct: 954-217-8780
Kyle@endoscopy.md