# Thank you for your order!

Before you begin, please copy this order form to use again and again, or download it at:

<table>
<thead>
<tr>
<th>BILL TO:</th>
<th>SHIP TO: (If different from Bill To:)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Name</td>
</tr>
<tr>
<td>Company</td>
<td>Company</td>
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<tr>
<td>Address</td>
<td>Address</td>
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<tr>
<td>City</td>
<td>City</td>
</tr>
<tr>
<td>State/Province</td>
<td>ZIP</td>
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<tr>
<td>Country</td>
<td>Country</td>
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<tr>
<td>Phone</td>
<td>Phone</td>
</tr>
<tr>
<td>Email</td>
<td>Email</td>
</tr>
</tbody>
</table>

**METHOD OF PAYMENT:**

- [ ] Purchase Order # ___________________________ Hardcopy Purchase Order Must Accompany This Form
- [ ] Payment - Enclose Check or Credit Card: [ ] Check Enclosed [ ] Money Order for $________ (Payable to eSpecial Needs)
- [ ] AMEX [ ] VISA [ ] MC [ ] Discover [ ] Gift Card:
  - Name on Card: ___________________________
  - Card # ___________________________
  - Credit Card Security Code: ____________
  - Expiration (MM/YY): ______/____
  - Signature (X): ________________________

**QTY** | **ITEM NUMBER** | **DESCRIPTION** | **UNIT PRICE** | **TOTAL PRICE**
---|-----------------|-----------------|---------------|----------------|

**Shipping Method:**
The first letter in your code tell you how your product ships. Simply look at the part # to determine the method of shipment.
- E - Ships Parcel | F - Free Shipping | T - Ships Motor Freight

**Return Policy:**
1. Contact Customer Service within 30 days of shipment to request a Return Goods Authorization (RGA) number. Unauthorized returns are subject to a $20 processing fee.
2. Repack items in the original shipping carton. It is always recommended to hold on to the original packaging until equipment has been used with the client.
3. Include a copy of your packing slip, invoice and details about what you are returning, why and buy whom. Unused merchandise not meeting your complete satisfaction may be returned in its original packaging with 30 days. Original shipping charges are not refundable. If returns are due to our error, we will pay for return shipping. A restocking charge of up to 20% may apply to returns. Custom orders are made to your specifications and may not be returned.

**Subtotal**

**MISSOURI ORDERS**
Please add applicable sales tax. If you are tax exempt, please fax your tax exemption certificate along with your order.

**SHIPPING & HANDLING**
CONTIGUOUS UNITED STATES
Add 15% for Shipping & Handling (minimum of $8.95). Alaska, Hawaii, Puerto Rico, International customers, expedited shipping and items shipped motor freight must call for ship rate.

**TOTAL AMOUNT**

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**FIVE WAYS TO ORDER**

<table>
<thead>
<tr>
<th>PHONE</th>
<th>FAX</th>
<th>ONLINE</th>
<th>MAIL</th>
<th>LIVE CHAT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-877-664-4565</td>
<td>1-800-664-4534</td>
<td><a href="http://www.especialneeds.com">www.especialneeds.com</a></td>
<td>eSpecial Needs</td>
<td>(Click to chat now)</td>
</tr>
<tr>
<td>1-314-692-2424</td>
<td>1-314-692-2428</td>
<td>Order anytime 24/7</td>
<td>1850 Borman Court</td>
<td></td>
</tr>
<tr>
<td>8:30am - 5:00pm CST</td>
<td>Order anytime 24/7</td>
<td></td>
<td>St. Louis, MO 63146</td>
<td></td>
</tr>
</tbody>
</table>


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All rights reserved. Printed in USA.
Guarantee of Satisfaction
We are proud of eSpecial Needs' reputation for the highest quality products. If you are not completely satisfied with any item, please call us within 30 days of receipt and we will provide instructions on returning the item for full credit or refund. All returned items must be in new, resalable condition, and customer is responsible for properly packing and shipping the item being returned. Customer is responsible for all return shipping costs, unless customer received defective merchandise, incorrect merchandise due to eSpecial Needs' error, or the product is being returned under warranty.

Statement of Policy
eSpecial Needs designs, manufactures and sells equipment only for supervised treatment activities. The equipment must not be used for recreation or any unsupervised activity. It is the purchaser’s and user’s sole responsibility to see that the equipment is safely installed, inspected, used appropriately, and removed and stored when not in use.

Equipment should not be altered, modified or changed in any fashion. Instruction sheets are included with each piece of equipment and are critical to the user’s understanding and safe use of the product. If instruction and safety sheets are not provided, please contact eSpecial Needs and we will immediately send these to you at no charge, or direct you to the location on our website where they can be downloaded.

One Year Limited Written Warranty
eSpecial Needs warrants that all products shall be free from manufacturing defects for a period of one year from the date of shipment. THERE ARE NO OTHER EXPRESS OR IMPLIED REPRESENTATIONS OR WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE. Customer must notify eSpecial Needs of any alleged manufacturing defect within 1½ years of discovery of the defect. Upon a determination by eSpecial Needs that the product is defective, eSpecial Needs’ sole and exclusive obligation shall be to provide the customer with a replacement product or a full refund of the purchase price, at the sole discretion of eSpecial Needs. In no event shall eSpecial Needs be liable for any costs, expenses, attorneys’ fees, lost pro jts, injuries to persons or property, indirect, consequential, incidental or punitive damages, or for any other loss or damage except as expressly set forth herein. In the event that the product includes a warranty from the manufacturer, customer’s sole recourse shall be against the manufacturer. This warranty shall govern all purchases, notwithstanding any inconsistent terms and conditions of customer’s purchase order.

All products will wear with use, and this warranty does not cover conditions, damages or failures due to normal wear and tear, and eSpecial Needs recommends that the purchaser establish a regular inspection program of all equipment to guard against injury. Any alteration, abuse, misuse, tampering, improper repair, negligence or use of the equipment in a manner inconsistent with common sense and/or the instruction or safety sheets is not covered under this warranty and may, in the sole discretion of eSpecial Needs, void any warranty.

Use of suspended equipment or hardware outdoors should be avoided, and any such use may, at eSpecial Needs’ sole discretion, void all warranties.

Limitation of Liability
Our products are intended for use solely by trained professionals. Although we use the 3nest materials from the 3nest suppliers, we cannot guarantee freedom from injury. The purchaser and user assume all risk of injury from the use of our products, as well as for corresponding injury to anyone. All merchandise is sold under this condition, and no representative of eSpecial Needs has authority to waive it.

IMPORTANT INFORMATION
Although we try to make each eSpecial Needs product fun to use, therapy is a serious business. Our products are not designed to be used for unsupervised play. Even a simple piece of equipment can be dangerous if used improperly, and OUR PHOTOS AND SUGGESTIONS ARE NOT INTENDED TO BE RECOMMENDATIONS OR ENDORSEMENTS FOR ANY ACTIVITY. It is up to the purchaser and user to determine whether a given activity is safe and appropriate for the client or situation, and eSpecial Needs does not imply or represent that any given product is safe for any given application, and by offering a product for sale, eSpecial Needs states only that it has tested and approved the product.

Throughout the catalog, we provide a recommended maximum working load for each product. Working load is the combined weight of the client, plus the equipment, plus the force created by motion (e.g., bouncing, spinning, rotating). Please do not exceed this maximum, and if you have questions about your needs or application, please consult with a professional, or contact us for suggestions and/or recommendations.

Entire Agreement
This document contains the entire agreement between eSpecial Needs and customer, and constitutes the entire, complete and exclusive expression of the terms of the agreement, and all prior written or oral communications, agreements, forms, or negotiations are merged into this agreement. No additional contrary terms or modifications may be made to this agreement except by written instrument signed by one of eSpecial Needs’ officers or directors, and no other employee of eSpecial Needs is authorized to modify the terms of this agreement.

Severability
In the event that any provision hereof shall violate any applicable statute, ordinance or rule of law, such provision shall be ineffective to the extent of such violation without invalidating any other provision hereof.

Non-Transferability
Neither party may assign any of its rights or obligations hereunder without the prior written consent of the other, except that eSpecial Needs shall have the right to assign them to any entity with which it is allied or to any entity into which it may be merged, or eSpecial Needs may assign them to any entity for purposes of pursuing collection.

Pricing and Product Availability
We ship the latest design model available at the current price. However, pricing and product availability is subject to change without notice. Prices are F.O.B. point of shipment, and do not include charges for installation, insurance, delivery, sales, use or other taxes. If we do not collect taxes from the customer and are later asked or required to do so by a taxing authority, eSpecial Needs reserves the right to demand payment from the customer, to be paid to eSpecial Needs or the taxing authority, eSpecial Needs reserves the right to withhold shipment of pending orders on overdue accounts. Overdue invoices shall bear interest at the rate of 1½% per month, and customer is responsible for all costs of collection, including reasonable attorneys’ fees.

Shipping & Freight:
In stock items typically ship by ground parcel shipping within 2 working days of order acceptance. Items shipped motor freight carrier and drop shipments may require up to 10 days of order acceptance to ship. If an item cannot ship within 30 days, we will notify the customer for further instructions. Some items, such as adaptive equipment, may have a longer lead time to ship. It is recommended to order long lead time items 4-6 weeks in advance of desired delivery date. Each ship date is approximate, and we shall not be responsible for any damages of any kind resulting from any delay in shipment or delivery of any products.

Domestic Customers: Shipping services are provided by FedEx Ground. For orders shipped within the 48 contiguous states, the shipping and handling charge is the greater of $8.95 or 15% of the order total (less any items marked with Free Shipping).

International Customers: We welcome direct orders from international customers on a payment (including shipping and handling) with order basis. Customs, duties and VAT’s are excluded and the responsibility of the customer. Payments must be made in U.S. Dollars. You may contact us by email or fax for a complete quote with product costs and shipping costs. Your order will not be processed, billed and shipped until you provide authorization accepting the total costs for the order.

Freight Charges:
Larger items must ship by motor freight and are designated with the pre x “T” on our price sheets. We will generate multiple quotes for the best ship rate. Customers will be notified of these charges to approve prior to shipping. Additional charges may apply if you require lift-gate service (for locations without a loading dock), inside delivery or residential delivery.