



Terms and Conditions

Please review the following terms carefully. By accepting this agreement, you acknowledge that you have read, understood, and agreed to the conditions outlined below.

Note: LB Web credit expires 90 days after receipt if not used Purchase Quote pricing valid for thirty (30) days. Purchase Statement must be submitted initialed/signed with form of payment to be processed. Upon receipt of payment, your order shall be processed and shipped out within five (5) business days.

1. Payment Terms

- **Late Fees:** If payment is not received by the due date or is dishonored, a monthly late fee of 10% of the unpaid balance will be applied.
- **Collections:** Accounts forwarded to a collection agency will incur an additional 25% fee on the total amount due.
- **Returned Payments:** A fee of \$25.00 applies to all returned checks.
- **Credit Card Returns:** Any returns processed on credit card payments are subject to a 3% processing fee.

- Default: In the event of payment default, the buyer agrees to cover all reasonable attorney fees and collection costs. This agreement is governed by the laws of the State of Hawaii.

2. Shipping & Maintenance Logistics

- Original Packaging: You must retain your original InBody box. For any service or maintenance, the unit must be shipped in its original packaging to prevent damage. If a replacement box is required, a fee of \$50.00 plus shipping will apply.
- Shipping Responsibility: The customer is responsible for all shipping expenses to the service center located at InBody USA headquarters, Cerritos, CA.
- Warranty Service: The customer pays for repairs based on the status of warranty coverage. InBody USA will cover return shipping to the customer for Products under valid warranty coverage.
- Usage Territory: The buyer agrees the unit will remain and be operated within the United States or at the business address provided.

A. Fulfillment Policy

- Standard orders are processed within 7-8 business days (excluding weekends and holidays).
- Expedited shipping timelines apply from the date the order leaves the warehouse, not the date the order was placed.
- Orders that are system flagged may be asked to verify additional information and we are not responsible for delays in processing your order.

B. Return Policy

- InBody Hawaii does not accept returns. The only exception is for units documented as defective upon delivery. The buyer must notify InBody Hawaii within three (3) days of receipt to claim a delivery defect.

C. Trade Compliance & Marketing

- Export Ban: Exporting InBody hardware or software outside of the United States is strictly prohibited.
- Marketing Partnership: By partnering with InBody Hawaii, you agree to be identified as an authorized InBody testing location. We may refer to your business by name and display your logo on our website or marketing materials to help

direct local clients to your facility. If you prefer to remain unlisted or wish to opt-out of brand sharing, please notify us in writing at the time of purchase.

D. Delivery Restrictions

- Standard shipping includes "first accessible threshold" delivery only (e.g., garage, lobby, or front door). Carriers will not move equipment between floor levels or provide interior setup/unpacking unless a white-glove service or otherwise is specifically contracted.

3. Force Majeure

InBody Hawaii is not liable for delays or fulfillment failures caused by circumstances beyond our reasonable control (e.g., shipping port delays, natural disasters, or supply chain interruptions). If a force majeure event exceeds 90 days, either party may terminate the agreement via written notice without further penalty or obligation.

4. Privacy & Third-Party Links

Your personal and transaction details are protected under our Privacy Policy. InBody Hawaii is not responsible for the content or updates of any third-party websites linked for your convenience.

5. Testing Location

Unless otherwise requested, you agree to have your facility included on the official InBody "Nearest Testing Location" map to help local clients find your services.

6. Governing Law

These terms and any resulting disputes are subject to the laws of the State of Hawaii. The English version of this document shall serve as the prevailing version for all legal purposes.

Questions? If you have questions regarding your order or these terms, please contact InBody Hawaii at info@inbodyhawaii.com.

For full Terms & Conditions from our US corporate office, please visit: <https://inbodyusa.com/professional-products-terms-and-conditions/>