



GENERAL TERMS & CONDITIONS

Effective January 1, 2021

The terms and conditions as outlined are applicable to any purchases from MIST Inc. (Medical Information Software Technology, Inc. This includes software subscription, services, product, and any applicable shipping and handling fees, sales tax or other related items.

PHYSICAL PRODUCT PURCHASES

PRODUCT RETURNS:

Returns are available for unopened microphones in original packaging, within 30-days of date of purchase. Returns are subject to a 30% restocking fee.

Please contact support@mist-corp.com to request a Return Authorization approval.

MICROPHONE WARRANTY:

Microphones include a standard 90-day replacement warranty which begins on the original ship date. Extended warranty or return/repair options are available for post standard warranty coverage.

To submit a microphone for warranty coverage under the standard warranty 90-day timeframe, complete the warranty submission form on our website or email the following information to support@mist-corp.com. Our customer service team will complete validation and communicate next steps within 2-business days of submission receipt.

POWERMIC WARRANTY SUBMISSION:

- Account Name (purchaser)
- Contact Name, Phone & Email Address
- Serial Number of Unit
- Date of Purchase
- Description of Issue
- Include an attachment if applicable

DRAGON MEDICAL ONE:

Dragon Medical One subscriptions begin immediately upon license creation which takes place during order processing, typically within 2-5 business days of the receipt of a signed order form. Once the license is processed, MIST Inc. is unable to adjust, delay or otherwise change the subscription billing term.

In the event a client signs an order form but prefers to delay the subscription billing and subsequent license creation, an advanced written request on the signed quotation or proposal is required.

SUBSCRIPTION RENEWAL:

Software subscriptions will auto-renew for a term no less than 12-months at then current pricing unless otherwise noted on the original dual signed quotation used for order processing. The option to adjust to a new subscription term and applicable pricing is available until 30-days prior to the renewal date. The new signed agreement must be received no later than 30-days in advance of the renewal date to avoid auto-renewal.

PROFESSIONAL SERVICES:

Professional services outlined on quotations and proposals are an estimate for the scope as outlined, unless otherwise noted on the quotation. Additional services rendered beyond the scope are billable to the client, per current MIST Fee Schedule rates.

If services are to be performed onsite, a signed Master Service Agreement is required. Client is responsible for travel & expenses for onsite services greater than 30-miles or 30-minutes of travel, whichever is greater. Minimum of 16-billable hours per onsite engagement. See current MIST Fee Schedule and Master Service Agreement for additional details.

BILLING & INVOICING:

Net terms are due and payable upon receipt unless otherwise noted on the quotation. Invoices are sent electronically and will include a links for various online payment options or may be paid via physical check mailed to the following address.

MIST Inc.
PO Box 15288
Spokane Valley, WA 99215-5288

State and local taxes are the responsibility of the client and if applicable, may be included on invoices.

Overdue invoices are subject to a one-time fee of \$15 plus a monthly charge of 1.5% of the remaining balance. Full payment of overdue invoices may be required prior to receiving services, training or support. Access to software solutions may be disabled in the event a client's account is 30-days or more past due. Full payment of overdue balances will be required prior to re-enabling user access.

Dictation Cloud orders of Dragon Medical One, may require a reinstatement fee in addition to past due fees outlined above.

Please contact MIST Inc. at 877-874-6475 or info@mist-corp.com with any questions you might have. We appreciate your partnership!

