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Corporate Profile

A PROFILE OF EFFORT OVER GENERATIONS

The Commencement Era of Human CRAFTSMANSHIP

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First GENERATION

H. Mehar Din
The Founder

1922 Our forefathers joined hands and initiated making of Swords and Daggers for The British Royal Army. They were highly skilled in Forging, Filling, Polishing and Sharpening.

1928 After the First World War, they started to manufacture SCALPELS and SCISSORS. They did the jobs meticulously. The Dean of the Mission Hospital Sialkot encouraged them to add some more Surgical Instruments to their production range.

Second GENERATION

H.M. Abdullah
The Visionary

1930 In early 1930, the second generation joined hands with their fathers and formed a good team full of enthusiasm. They worked hard and added Hemostatic Artery Forceps, increasing the range of their surgical instruments to Hospitals all over the subcontinent.

1938 During the Second World War, they got a boost and further included a substantial range of instruments to improve further the scope of supplies to the British Royal Army.

Entering The Era of TECHNOLOGY

1940 The respected **Mr. H. M. Abdullah** established a sole proprietor-ship company under the title of **TOWNE BROTHERS** for the production and supply of Surgical Instruments at a wider range. He was enthusiastic, in steping forward in the international market, where he earned a great reputation. He got together a team of selected master craftsmen and provided latest technology for enrichment and expansion of his business. He was a visionary having an insight to foresee the development and highest standards of production with the help of future technology by his descendants

Third GENERATION

1960 **Mr. M. Rafique** joined his father and successfully expanded the export market to South Africa and England.

1961 **Mr. M. Rafique** became the Chairman of the Company and made extensive tours of Europe. He established personal contacts with the buyers and brought in latest technology to enhance sales volume and opened new avenues for export.

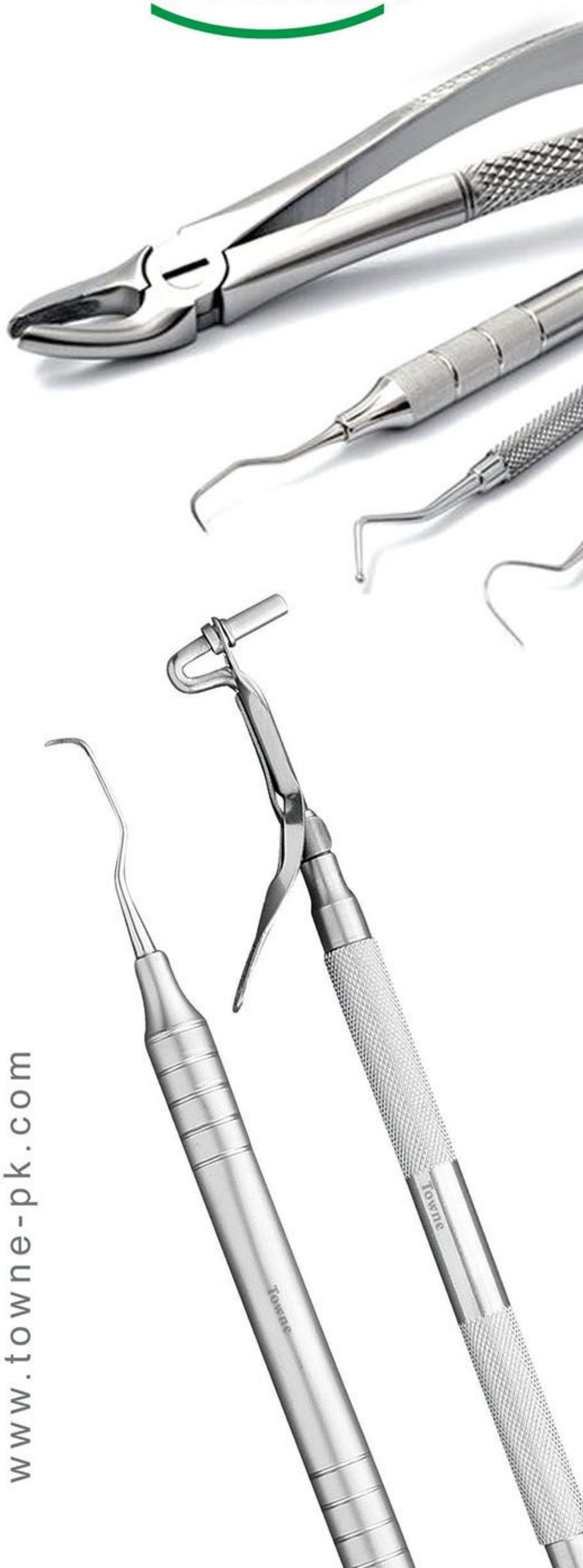
Mr. M. Rafique
Chairman & the Renaissance

Why Choose Us

- **Established Legacy:** With over 80 years of experience since our founding in 1940, we bring a rich history of innovation, quality, and reliability to the medical devices industry.
- **Unmatched Quality:** Our products undergo rigorous quality control processes, ensuring they meet the highest international standards.
- **Timely Delivery:** We pride ourselves on our ability to deliver products on time, every time, ensuring that healthcare professionals have the tools they need when they need them.
- **Competitive Pricing:** We offer premium-quality instruments at competitive prices, providing excellent value for our customers without compromising on quality.
- **Durability:** Our instruments are designed and manufactured to withstand the rigors of daily use in demanding medical environments, ensuring long-lasting performance.
- **Comprehensive Traceability:** Our use of UDI marking and IMPULSE software ensures complete traceability and efficient production management, giving our customers confidence in the reliability and safety of our products.
- **Cutting-Edge Technology:** By integrating the latest technologies, including advanced CNC machining, laser welding, and automation, we stay ahead of the curve in medical device manufacturing.
- **Sustainability & Compliance:** We are dedicated to environmentally responsible manufacturing practices and adhere strictly to international regulations, ensuring our products are safe, effective, and eco-friendly.
- **Customer Feedback:** Our customers consistently express their satisfaction with our products and services. From the superior quality of our instruments to our reliable delivery times, the positive feedback we receive is a testament to our commitment to excellence. We value our customers' opinions and use their feedback to continuously improve our processes and offerings.

> Where we do business 100+ countries worldwide.
> Achievements & Certifications. (Snapshots of our Certificates.)
First company whose obtained FDA, cGMP in the region of Sialkot surgical industry

TOWNE®



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Abdul Ghafoor Rafique
Managing Director (CEO)

Shahid Rafique
Director of Productions

Zahid Rafique
Director of Export

Irfan Rafique
Director of Q.A

Imran Rafique
Director of Marketing

Fourth GENERATION

1978 Mr. Abdul. Ghafoor Rafique elder son of the Chairman joined the company as Director.

1980 By now **Mr. Shahid Rafique** son of the Chairman joined the company as Director.

1985 The younger sons **Mr. Zahid Rafique, Mr. Irfan Rafique and Mr. Imran Rafique**, entered as new Directors and company was established as a private Limited company, under the style of TOWNE BROTHERS (PVT) LTD.

1994 TOWNE was the FIRST Company to comply successfully with the requirements of FDA's CGMP in Sialkot.

1996 TOWNE was also the first to achieve certification of ISO-9002 as manufacturers & exporters of Surgical & Dental instruments in Pakistan. TOWNE also attained CE marking, which proves that the products manufactured are complying fully with EU directives.

2000 With great innovation and dedication TOWNE was up-graded to international standards and obtained following certifications: ISO-9001, cGMP (FDA), CE MDD 93/42/EEC, ISO-13485 & SA-8000.

Compant Certificates:

ISO-9001:2015, #PK0/51815.00

ISO-13485:2016, #PK0/51814.00

MDR (Actor ID/SRN: PK-MF-00041737

FDA -USA : 9613083

DUNS Numer Redistered. #645387150

FBR Registration, Pakistan. #0679514-5

SIMAP (Pakistan): T-002

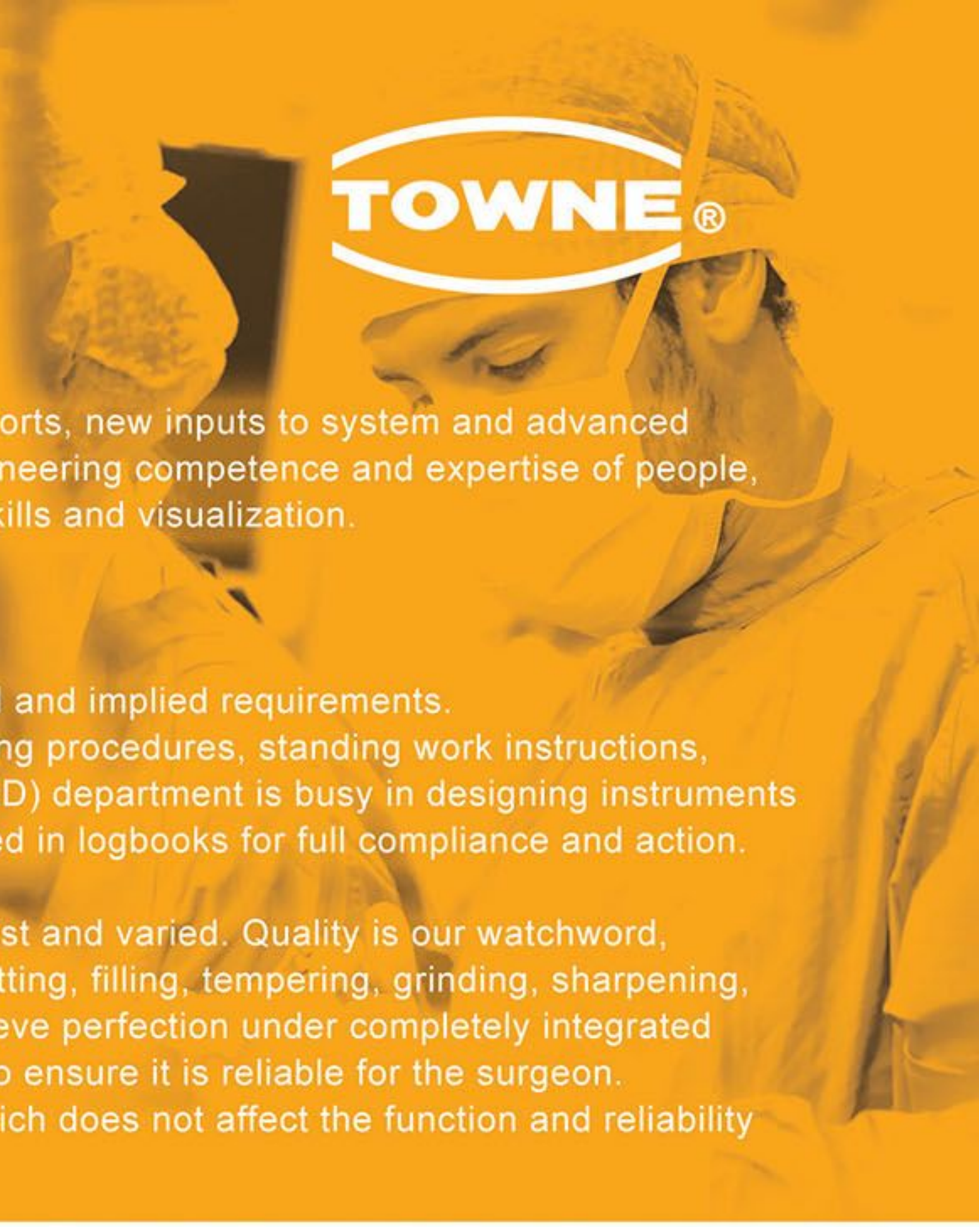
Raw Material Report: -ASTM F899-12B

REX Registered for Europe: EXPK06795145

LIC/UDI Registered: GS1 Prefix 896110144

GUDID Compliance: in process

Sialkot Chamber of Commerve: C-0212



Experience Based Expertise and Quality

We see to it that quality is not an accident. It is achieved as a result of continuous efforts, new inputs to system and advanced human resources. Quality requires a solid foundation, which we provide through engineering competence and expertise of people, who work for us. Our emphasis is on better training of our staff to attain the best in skills and visualization.

Quality Standardization

Whatever your demands are, we record them precisely and clearly as per your stated and implied requirements.
Our Quality Assurance Department has developed and documented standard operating procedures, standing work instructions, quality plans & standard device master records. Our Research and Development (R&D) department is busy in designing instruments as per the requirements. All specifications, measurements and quality data is recorded in logbooks for full compliance and action.

Our experience in manufacturing of Surgical and Dental Instruments since 1940 is vast and varied. Quality is our watchword, we prove it relentlessly from selection of correct imported raw material to forging / cutting, filling, tempering, grinding, sharpening, buffing /electroplating, passivation / boil test / copper sulfate test / leak test. We achieve perfection under completely integrated system, which does not allow even a minor deviation. We calibrate each instrument to ensure it is reliable for the surgeon.
All instruments are handcrafted and minor deviation in size and weight may occur which does not affect the function and reliability of the instrument.

Core Processes & Capabilities

- **R&D and Product Innovation:** Our Research and Development team is continually exploring new materials, technologies, and processes to push the boundaries of what is possible in medical device manufacturing. We leverage cutting-edge tools and technologies to create products that are at the forefront of the industry.
- **Expert Technicians:** Our team of highly skilled technicians brings years of experience to the table. Trained in the latest manufacturing techniques and industry best practices, they ensure that each instrument meets the exacting standards of the medical field.
- **ERP Software for Production Management:** We leverage State of the art ERP software to optimize our production management. This advanced software enhances our manufacturing processes by enabling real-time monitoring, precise scheduling, and efficient resource allocation. By integrating ERP Software, we ensure that every stage of production meets our high standards of quality and efficiency.
- **UDI Marking for Traceability:** We implement Unique Device Identification (UDI) marking on all our products to ensure full traceability. This critical process enhances patient safety by allowing the tracking and identification of devices throughout their lifecycle.
- **Quality Control:** Quality is ingrained in every step of our manufacturing process. We employ rigorous quality control measures, including inspection under magnifying glasses & microscopes, to detect and correct any imperfections. This meticulous attention to detail ensures that our products are flawless and meet stringent international standards.
- **CNC Machining:** Our state-of-the-art CNC machining processes guarantee precision and consistency in the production of our instruments. By employing advanced CNC technology, i.e. CNC wire cutting, CNC Lathe, Shapper Machine, Shot Blast etc. we achieve high accuracy, intricate designs, and superior product quality.
- **Heat Treatment & Surface Finishing:** We employ specialized heat treatment processes to enhance the mechanical properties of our instruments, such as hardness and durability. Our surface finishing techniques, including passivation and electro-polishing, ensure corrosion resistance and a sterile surface.
- **Welding & Cutting:** Our welding and cutting capabilities ensure strong, precise joints and intricate cuts. These processes are crucial for manufacturing instruments with high structural integrity and delicate handling.

Focus On The Future:

OUR CORPORATE GOAL

The World is shrinking in to a global village, and in response, we are growing with our staff, workforce, customers and our patrons by extending our product range and methods, which is evident by our export across the globe. We find solutions for particular application problems throughout the world. We endeavor to develop with you, refining the standards you would expect from TOWNE.

OUR COMMITMENT:

We will further rise to the challenge of particularly demanding customers. Development and manufacturing from approved samples Selection of appropriate materials. Mechanical/chemical properties are carefully maintained through Boil test, Copper-sulfate tests to characterize the material to indicate corrosion rate. Passivation and other chemical treatments are carried out to prevent from discoloration or rust. Technical drawings with detailed measurements for all instruments are preserved for continuous reference whenever required.

Terms & Conditions

GUARANTEE / WARRANTEE:

All instruments manufactured by TOWNE are guaranteed to be free from defects in workmanship and materials. Any instrument found sub-standard would either replaced or repaired at our discretion without charges. The warranty is void, if the instrument are not maintained properly or not used in the intended surgical procedure as required.

SPECIAL ORDER INSTRUCTIONS

The marking instructions on the instruments and packing must be clearly specified for each order to avoid any ambiguity.
Please specify your instructions for mode of transportation, i.e. airfreight, sea freight, air parcel post, surface parcel post, etc

RETURN GOODS POLICY:

1. A written authorization (RGA) must be obtained before returning the goods. (Goods returned without authorization will not be accepted)
2. Returned Goods are not acceptable for credit after 30 days from the invoice date.
3. All returned goods would be subject to re-stocking charges of 20% unless the item(s) was shipped by error.
4. The purchaser must pay the freight and import duty charges, when returning the goods.
5. Orders placed and confirmed by the shipper cannot be cancelled within the agreed period.

MINIMUM ORDER CHARGES:

1. In order to provide service expectations from TOWNE, small order charges of US $ 150.00 will be added on the order, amounting less than US $ 1500.00.
2. The order for each item less than 50 pieces of each item will be subject to 25% extra charges over and above the listed prices.

PAYMENT TERMS:

All shipments are Ex-Factory, Sialkot – Pakistan, otherwise stated, payments can be arranged by Irrevocable Letter of Credit (L/C) established in favor of our bankers.
A 2% finance charges per month will be applied to all accounts that are due at net 30 days terms.

GUIDE
INSTRUCTIONS FOR USE & REPROCESSING

TOWNE Surgical instruments are designed to perform a specific function, such as cutting, grasping, clamping, dissecting, probing, retracting, draining, aspirating, suturing, or ligating. For use by, or as directed by, a surgeon. Instruments should be used only for the purpose for which they are designed. The proper surgical technique for the use of instruments is the responsibility of the surgeon.

WARNING: If device is/was used in patient with, or suspected of having Creutzfeldt - Jakob disease (CJD), the device cannot be reused and must be destroyed due to the inability to reprocess or sterilize and eliminate the risk of cross-contamination.

CAUTION!

Instruments should not be used for anything other than their intended use. After cleaning, especially after ultrasonic cleaning, check screws on instruments because the vibration from the ultrasonic cleaning may cause them to loosen or fall out. TOWNE surgical instruments are supplied non-sterile and must be cleaned, lubricated and sterilized prior to use according to hospital protocol and the procedures outlined in this document. Failure to follow these procedures will invalidate the instrument's warranty and can cause the instrument to fail. Inappropriate use of instruments will lead to damage that us usually not repairable.

INSPECTION OF ALL INSTRUMENTS

Prior to use, all instruments should be inspected to ensure proper function and condition. All instruments are carefully inspected before shipment. Because damage may occur during transit, the instruments should be thoroughly inspected upon receipt. Do not use instruments if they do not perform satisfactorily. The instrument must be inspected to assure proper functioning prior to each use with particular attention paid to the condition of all moving parts, tips, box locks, ratchets and cutting edges. Each instrument with a screw must be inspected before and after use to ensure that screws do not move when operating the instrument. Failure to make a complete inspection to assure the proper operation and function of the instrument may result in unsatisfactory performance, perhaps because a part is missing. Do not use if the instrument does not appear to be functioning properly. Use of an instrument for a task other than that for which is intended could result in a damaged or broken instrument, or which provides an unsatisfactory performance.

LIMITATION ON REPROCESSING

Repeated reprocessing has minimal effect on instruments. End of life is normally determined by wear and damage due to use.

ATTENTION: Risk of Damage – Surgical instruments are precision devices. Careful handling is important for accurate functioning. Improper external handling (such as bending, banging, dropping, etc.) can cause product malfunction.

OPERATION

Surgical procedures should be performed only by persons having adequate training and familiarity with techniques. In addition, consult medical literature relative to techniques, complications and hazards prior to performance of any surgical procedure. Before using the product, all instructions regarding its safety features and surgical techniques must be read carefully. Only sterile instruments are to be inserted into a body. The instrument must be operated only by a trained personnel. Please observe general; operating room technique.

DECONTAMINATION & STERILIZATION PROCEDURES

Initiate cleaning of device within 2 hours of use. Excess soil should be removed as soon as possible after use with a disposable cloth, wipe, or gauze. It is recommended that instruments are reprocessed as soon as is reasonably practical following use. All devices must be processed in the completely open position (i.e. flushports, jaws, etc.) to allow solution contact of all surfaces. Use only neutral pH (6-8) detergent solutions.

PREPARATION FOR CLEANING & STERILIZATION

Disassembly of simple assemblies is necessary to allow more complete cleaning and sterilization. Disassembly should not require any mechanical tooling (i.e., screwdriver, pliers, etc.). Follow cleaning instructions below before sterilization.

Manual Decontamination

1 .MAINTAIN MOISTURE

Immediately after the surgical procedure, place the instruments in an instrument tray/container and cover with a towel moistened with sterile distilled water. Foam, spray or gel products, specifically intended for use with surgical instruments in an impervious plastic bag or container with a tight lid to the documentation environment.

2 .ENZYMATIC SOAK

Immerse fully opened and/or disassembled instruments in an enzymatic solution, specific for use with surgical instruments. Prepare the solution and use per enzyme manufacturer's recommendations, paying special attention to instructions for correct dilution, temperature and soak time. Flush air from lumens and fill them with enzymatic solution for full contact with this inner surface during the soak time.

3 .RINSE

Remove instruments from the solution after the time period recommended by the enzymatic manufacturer and rinse thoroughly with tap water. Flush lumens until water runs clear.

4 .CLEANING INSTRUMENTS

Choose a cleaning solution appropriate for surgical instruments and follow the manufacturer's instructions for use. The use of neutral pH detergents is vital to the maintenance of surgical instruments. Contact with acidic or alkaline solution will remove the instruments' protective barrier of chromium oxide, often leading to corrosion, pitting, and breakage. You may find that depending on the type of soil, a detergent that is a little more or less acid or alkaline may be more appropriate.

5 .RINSE

Thoroughly rinse instruments by immersing in tap water and wiping with a clean, soft cloth. Flush lumens until water runs clear.

6 .ULTRASONIC CLEANING AND RINSING

Follow the recommendations of the ultrasonic manufacturer regarding cycle times, detergents, proper placement of the instrument tray, and conditioning ("degassing") of the cleaning solution, etc. Use an ultrasonic cleaner to remove soil from hard to reach surfaces such as grooves, crevices, lumens, instruments with moving parts, etc., after gross soil has been removed. Open or disassemble instruments as appropriate. Place instruments in a mesh bottom stainless steel instrument tray. Place the tray into the ultrasonic cleaner. Flush air out of lumens and fill them with the ultrasonic cleaning solution (under the solution level in the chamber) for effective removal of soil from that inner surface by the ultrasonic activity.

7 .FINAL RINSE

Final Rinse should be with "treated water". Softened or deionized water should be used for the final rinse to better remove detergents etc. Softening water removes calcium and magnesium ions that cause water to be hard. Iron ions may also be removed by this treatment. Deionization removes ionized salts and particles from the water. Excessively hard water can spot or stain instruments and excessive chlorine in water can cause pitting of the instrument. Deionized water is preferred for the final rinse.

8 .DECONTAMINATE CLEAN INSTRUMENTS

Once instruments have been cleaned they must be rendered safe for handling, inspection and assembly. They may be steam sterilized without a wrapper or disinfected following the instructions from the instrument, sterilizer and disinfectant manufacturers.

9.VISUAL INSPECTION AND INSTRUMENT SET ASSEMBLY

Visually inspect the instrument for cleanliness and to ensure all parts are in proper working order, as the set is assembled. Inspection is a vital part of proper care and maintenance. Instruments in need of repair will not perform accurately in surgery and breakage is likely to occur. DO NOT USE damaged instruments. Worn ratchets, loose box locks and misaligned jaws can be repaired at a fraction of the cost of new instruments.

10.LUBRICATE

The use of an instrument lubricant, that is compatible with the method of sterilization to be used, is recommended before instruments are sterilized. Be certain that the instrument lubricant is diluted and maintained properly, according to the manufacturer's instructions. This type of lubricant is referred to as "instrument milk" and is usually applied by spraying into the box locks and moving parts or by dipping the opened instruments into a solution. Lubricants that are too concentrated or too heavily applied will result in slippery instruments that will also be mistaken as wet after sterilization. After thoroughly cleaning instruments, proper application of lubricants to joints will keep them moving freely and aid in protecting the surface from mineral deposits. Note that ultrasonic cleaners remove all lubrication; therefore this maintenance procedure should be done routinely after ultrasonic cleaning and before sterilization. Proper lubrication is an integral step in maintaining the long-life of the surgical instrument. Lubrication will prevent the friction of metal on metal and preserve the smooth function of the instrument thus avoiding corrosion by friction. Furthermore, routine use of lubricating agents, on thoroughly clean instruments, will prevent hinged and other movable parts from sticking. Lubrication will aid in protecting the entire instrument surface from mineral deposits.

11.DRYING

Before instruments are wrapped for sterilization or storage, they must be thoroughly dry. If a set of instruments is wet when wrapped for sterilization it is likely to come out of the sterilizer wet. "Wet Packs" are not suitable for use after sterilization because they may be easily contaminated when handled. In addition, remaining moisture, particularly in box locks and hinges may result in corrosion that will weaken the instrument and lead to breakage during use. Prepare instrument sets for sterilization using a wrapper, pouch or rigid sterilization container that is appropriate for the method of sterilization to be used.
The Association for the Advancement of Medical Instrumentation (AAMI) and individual sterilizer manufacturers provide guidance for the proper preparation of surgical instrument trays for sterilization. Some sterilizer manufacturers can also provide information regarding wet pack problem solving. See also, Sterilization for the Healthcare Facility, 2nd Edition, Reichert, M.; Young, J., "Wet Pack Problem Solving", Lee, S. (Frederick, MD: Aspen, 1997).

Mechanical Decontamination

General surgical instrumentation may be processed in a washer sterilizer or washer decontaminator/disinfector. Some of these processes include an enzyme application phase and a lubrication phase that is designed into the cycle. Follow the manufacturer's specifications when using automatic washer-sterilizers or washer decontaminators/disinfectors. They usually require the use of a low foaming, free rinsing detergent with a neutral pH (7.0). A high-foaming detergent may clean effectively but will often leave residual deposits on the instruments and do harm to mechanical washers. Automated washer sterilizers and washer decontaminator/disinfectors usually have adjustable wash and rinse times. Some washers enable the user to customize extra cycles to process heavily soiled surgical instruments more effectively.

Terminal Sterilization

After following the decontamination recommendations, reusable instruments are ready for sterilization. AAMI standards recommend that the sterilizer manufacturer's written instructions for cycle parameters should also be followed. Steam sterilization of lumened instruments requires that they be flushed with sterile water just prior to wrapping and sterilization. The water generates steam within the lumen to move air out. Air is the greatest enemy to steam sterilization, preventing steam contact if not eliminated. Medical device manufacturer's exposure times to sterilization temperature may need to be longer than the minimum indicated by the sterilizer manufacturer but must never be shorter.

Maintenance Procedures

Improper, ineffective, and insufficient maintenance can greatly reduce the life of an instrument and will invalidate the instrument's warranty. We cannot make any statement about how long an instrument will last. Designed and crafted to exacting specifications, instruments will perform for a reasonable number of years when the following steps are observed:

1 .PROTECT INSTRUMENTS

The most effective method of dealing with instrument problems is to prevent them from occurring. The use of "treated water", careful preliminary cleaning, the use of neutralized pH solutions, adherence to manufacturer's instructions, and visual inspection, will help to keep instruments performing accurately and cosmetically free of troublesome stains. It is important to act quickly should a problem arise. Delay will compound the problem and irreparable harm may result.
Certain compounds are highly corrosive to stainless steel and will cause serious damage despite the passivated protective surface. If instruments are inadvertently exposed to any of the following substances, they should be rinsed immediately with copious amounts of water.

2 .INSTRUMENTS SHOULD NEVER BE EXPOSED TO

Aqua regia, Iodine, Ferric chloride, Sulfuric acid, Hydrochloric acid

The following substances should be avoided whenever possible

Aluminum chloride, Mercury chloride, Barium chloride, Potassium permanganate, Bichloride of mercury, Potassium thiocyanate, Calcium chloride, Saline Carbolic acid, Sodium hypochlorite, Chlorinated lime, Stannous chloride, Dakin's solution

- o Any kind of corrosion will lead to rust on steel. Because rust particles can be transferred from one instrument to another, corroding instruments should be removed from service to prevent the formation of rust on other instruments.
- o Instruments must be sterilized in the open position or disassembled as appropriate. Steam will only sterilize the surface it can directly touch.
- o Every effort should be made to protect sharp cutting edges and fine working tips during all maintenance procedures. Avoid loading retractors and other heavy items on top of delicate and hollow instruments.

3 .DIAGNOSING SPOTS AND STAINS

It is common for instruments to become stained or spotted despite the best efforts of the manufacturers and the hospital staff. In nearly all cases these problems are the result of minerals deposited upon the surfaces of the instruments, as well as insufficient cleaning. Adhering to proper technique during cleaning and sterilizing procedures will prevent most staining occurrences. However, they will sometimes arise very suddenly and will not disappear on their own. The following identifies some of the various instrument-related problems hospitals may encounter.

4 .BROWN STAINS

Detergents containing polyphosphates may dissolve copper elements in the sterilizer. This results in copper being deposited on the instruments by an electrolytic reaction. The hospital may try a different detergent or check the quantities used. Usually a dull blue or brown stain is simply a build-up of oxidation on the surface. This film is harmless and will actually protect the instrument from serious corrosion.

5 .BLUE STAINS

Blue stains are usually the result of cold sterilization techniques. It is important to prepare the solution according to exact proportions and to change the solution when recommended. Serious corrosion may occur if the solution is used beyond the manufacturer's specified time limit. The use of distilled water and a rust inhibitor in the solution will help retard discoloration.

6 .BLACK STAINS

Black stains may be the result of contact with ammonia. Many cleaning compounds contain ammonia and it will remain on the instruments unless they are well rinsed.

7.LIGHT OR DARK SPOTS

Spots are often the result of condensation pooling and then drying on flat and concave instrument surfaces. The mineral content of the water remains on the instrument. Using “treated water” as the FINAL rinse will help to remove the minerals found in water that can cause these residual spots. It is also important to follow the sterilizer manufacturer’s instructions for preparing instrument sets for sterilization. Standing instruments that have flat and concave surfaces “on edge” will enable the condensate to drain off and more readily dry, usually without spotting. An additional cause of spotting can be traced to the instrument wraps. During laundering procedures, it is vital that detergents are thoroughly rinsed out, and that the final rinse is prepared so that the wraps have a pH between 6.8 and 7.0. In addition, healthcare professionals should check the cleanliness of the sterilizer chamber. Steam can lift soil and poorly rinsed chamber cleaning detergents from the chamber walls and deposit them onto instruments and wrappers.

8.RUST DEPOSITS

It is very unlikely for surgical grade steel to rust. What appears to be rust is often residual organic matter in box locks or mineral deposits which have been baked onto the surface of the instrument. In localities where the water has a high iron content, for example, an iron deposit will result in a metallic film on the instrument. This may be prevented with the use of “treated water” for the FINAL rinse during cleaning procedures. The most effective method of dealing with instrument problems is to prevent them from occurring. The use of “treated water”, careful preliminary cleaning, using neutralized pH solutions, following manufacturer’s instructions, and visual inspection, will help to keep instruments performing accurately and cosmetically free of troublesome stains. It is important to act quickly should a problem arise. Delay will compound the problem and irreparable harm may result.

9.PRODUCT INFORMATION DISCLOSER

TOWNE EXCLUDE ALL WARRANTIES, WHETHER EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO, ANY IMPIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TOWNE SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL LOSS, DAMAGE, OR EXPENSE, DIRECTLY OR INDIRECTLY ARISING FROM USE OF THIS PRODUCT. TOWNE DOES NOT ASSUME NOR AUTHORIZE ANY PERSON TO ASSUME FOR THEM TO ANY OTHER OR ADDITIONAL LIABILITY OR RESPONSIBILITY IN CONNECTION WITH THESE PRODUCTS

10.RETURNED GOODS POLICY

Products must be returned in unopened packages (postage prepaid) with manufacturer’s seal intact to be accepted for replacement or credit unless returned due to a complaint of product defect. Determination of a product defect will be made by TOWNE. Products will not be accepted for replacement if they have been possession of the customer for more than 30 days.

WARRANTY

TOWNE offers warranties on almost all of its instruments. For more information on specific warranties and warranty time frames, please visit the product for which you would like warranty information. You may also contact us with questions regarding our warranty policies our technical service team is here to serve you.

LIMITED LIFETIME WARRANTY

'Expected Life' means the life of the product under ordinary use, which varies by type of instrument. Please email TOWNE Customer Care with questions about the expected life of any TOWNE product.The warranties for some TOWNE products are specifically described below. All other TOWNE instruments provide a warranty against defects in materials and workmanship for the expected life of the product. TOWNE will, at its option, repair or replace any product that fails as a result of any such defect. TOWNE guarantees against breakage, joint failure, and corrosion under normal use.

PLEASE NOTE THE FOLLOWING:

- Instruments that show wear from normal use are not considered to be defective and will not be covered by the warranty.
- Sharpening and repairing minor tip damage are considered routine maintenance and are not covered by the warranty.
- Modifying or re-tipping an instrument or failure to provide proper instrument care, including proper cleaning and maintenance, may void this warranty.

WARNING: Do not expose resin or silicone handles to solutions containing phenols, glutaraldehydes, iodophors, dry heat or chemical vapor sterilization. See manufacturer's recommendations for your cleaning system.

ORTHODONTIC INSTRUMENTS WARRANTY

Our orthodontic warranty is designed to give you peace of mind while using our products.
TOWNE at its sole option, will repair or replace for a period of seven years following the date of purchase, all other orthodontic cutters that fail as a result of a defect in materials or workmanship. In addition, TOWNE as its sole option, will repair or replace for a period of three years following the date of purchase, any orthodontic utility pliers or wire bending pliers that fail as a result of a defect in materials or workmanship.

LIMITATIONS ON ALL WARRANTIES

TOWNE DISCLAIMS LIABILITY AND IS NOT RESPONSIBLE FOR THE PERFORMANCE OR REPLACEMENT OF ANY PRODUCT THAT HAS BEEN MISUSED, TAMPERED WITH, MODIFIED, RE-TIPPED OR REFITTED IN ANY MANNER OR IS BEYOND ITS EXPECTED LIFE. TOWNE DISCLAIMS LIABILITY, UNDER ANY APPLICABLE WARRANTY OR OTHERWISE, FOR DAMAGES ARISING FROM (1) THE USE OF COMMERCIAL/RESIDENTIAL GRADE WASHERS; (2) THE USE OF DENTAL AUTOMATED WASHER DISINFECTORS WHERE MANUFACTURER'S PROCESSING GUIDELINES ARE NOT FOLLOWED; (3) THE USE OF CLEANING SOLUTIONS, CHEMICALS AND/OR RECOMMENDATIONS; AND/OR (4) IMPROPER SET-UP AND/OR INSTALLATION OF ANY PRODUCT. THE EXPRESS WARRANTIES DESCRIBED HEREIN AND ANY APPLICABLE IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS, ARE LIMITED AS HEREIN-ABOVE STATES. EXCEPT AS SET FORTH HEREIN, DAMAGES FROM BREACH OF SUCH WARRANTIES ARE LIMITED TO THE COST OF REPAIR OR REPLACEMENT OF THE PRODUCT, AT TOWNE 'S SOLE OPTION. CONSEQUENTIAL OR INCIDENTAL DAMAGES RESULTING FROM BREACH OF ANY APPLICABLE EXPRESS OF IMPLIED WARRANTIES ARE HEREBY EXCLUDED.

PRODUCT SOURCING & CONSULTATION

With our product sourcing & consultation service, we make it easier for our customers to choose the right product for the right procedure. With too many options in the market, it can sometimes become confusing to choose the right product. We also help our customers source a product that they need to get for their procedure. Contact us to find out more about our sourcing & consultation service.

NEW PRODUCT DESIGN

Due to new research and advancement in the medical field, it is very important to keep on introducing new and better products into the market. We routinely work with our customers to bring new and improved products to the market. If you have a concept of a revolutionary product or have modification suggestions to an existing product, please contact us.

PROPER REPROCESSING TECHNIQUES

Proper instrument reprocessing can significantly increase the life of the product. We continually work with our customers to educate them on the proper technique to reprocess their instruments on a daily basis, so that they may maintain the integrity of the products. For more information, please visit our reprocessing page, or contact us.

INFECTION CONTROL GUIDANCE

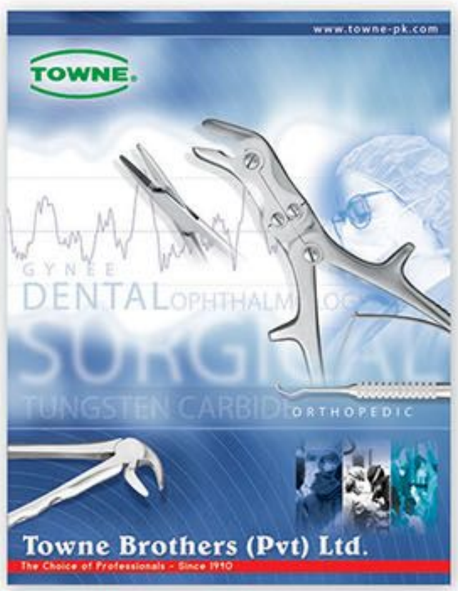
Infection control in a clinic is very important. Proper infection control minimizes cross contamination and increases a patient's trust in their doctor. We have a number of products available for proper infection control, and also provide guidance on a regular basis to our clients who might have some questions on how to store, sterilize and maintain products properly.

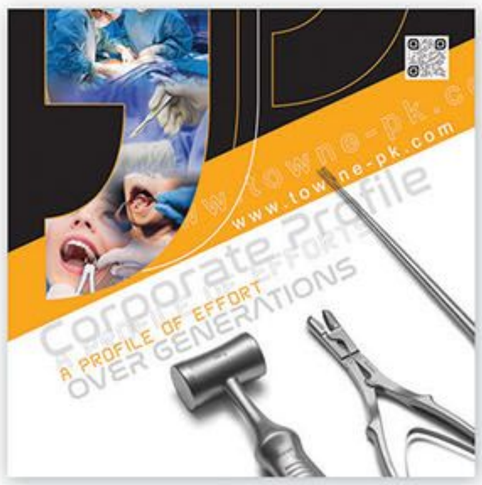
PRODUCT RANGE

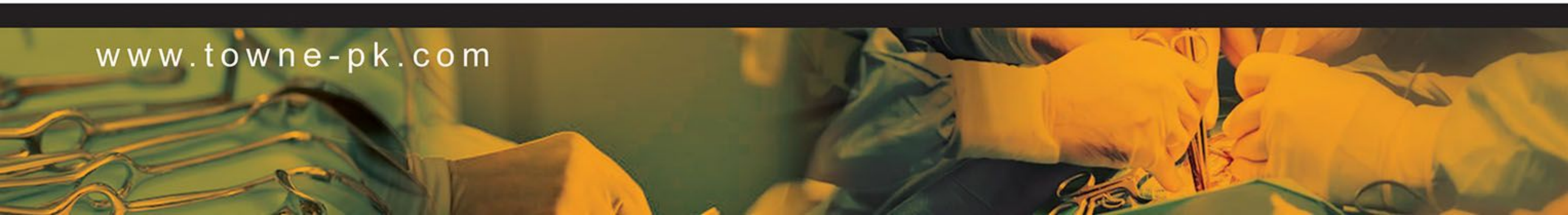
For our complete program in:

SURGICAL, DENTAL, ORTHOPAEDIC, OPHTHALMIC, VETERINARY INSTRUMENTS

Please refer to our catalogues







Welcome to Pakistan:

Introducing Pakistan

Pakistan displays some of the Asia's most magnificent landscapes. It stretches from the Arabian Sea, on its southern border, to some of the world's most spectacular mountain ranges in the north. Pakistan is also home to sites that date back to word's earliest settlements rivaling those of ancient Egypt and Mesopotamia.

Location:
Located in South Asia, Pakistan shares its eastern border with India and a north-eastern border with China. Iran makes up the country's south-west border. The Arabian Sea is Pakistan's southern boundary with 1,064 km of coastline.
The country has a total area of 796,095 sq km and is nearly four times the size of the United Kingdom & comprises 4 provinces (Punjab, Sindh, Balochistan, North West Frontier Province) and a Federal administered tribal area. From Gwadar Bay in it's south-eastern corner, the country extends more than 1,800 km to the Khunjerab Pass on China's border. Islamabad (Punjab) is the Capital.

Total population of Pakistan is 250.28 million.

Time Zone:	GMT + 5
Currency:	Pak Rupee
Languages:	Urdu (National), English (Official)
National Flower:	Jasmine
Per Capita Income:	US $ 460
Papulation:	25+ millions
Major Cities:	Islamabad, Karachi, Lahore, Sialkot, Peshawar, Quetta, Rawalpindi, Hyderabad, Multan, and Faisalabad

Tourist's Resorts: Murree, Quetta, Hunza, Ziarat, Swat, Kaghan, Chitral and Gilgit

Famous Mountains and Parks: K-2 (Mt. Godwin Austin): 28,250 ft./8611 m (2nd in World)

Nanga Parbat: 26,660 ft./8126 m (8th in World)

Gasherbrum-I: 26,470 ft./8068 m (11th in World)

Famous Passes: The Khyber Pass, The Kurram Pass, The Tochi Pass, The Gomal Pass, The Bolan Pass, The Lowri Pass, The Khunjarb Pass Industry: Textiles, Cement, Fertilizers, Steel, Sugar, Electric Goods, Shipbuilding, Leather Goods, Dental & Surgical Instruments, Sports, Carpets, Garments, and Information Technology

Health: Hospitals: 830, Beds: 86921, Doctors: 74229, Dentists: 2938 Nurses: 22810

Seaports: Karachi, Bin Qasim, Minora, Gwadar and Pasni

Dry Ports: Karachi, Lahore, Multan, Faisalabad, Peshawar, Islamabad, Sambrial (near Sialkot)

Air Ports: Sialkot, Lahore, Karachi, Islamabad, Quetta, Multan, Haiderabad, Peshawar, Gilgit, Sakardu,

Weather: Winter Season (December to March), Summer Season (April to June), Monsoom Season (July to September), Post monsoon season (October to November)

Archeological Sites: Daro, Harappa, Kot Diji, Mehr Garh, Moenjo Daro, Taxila

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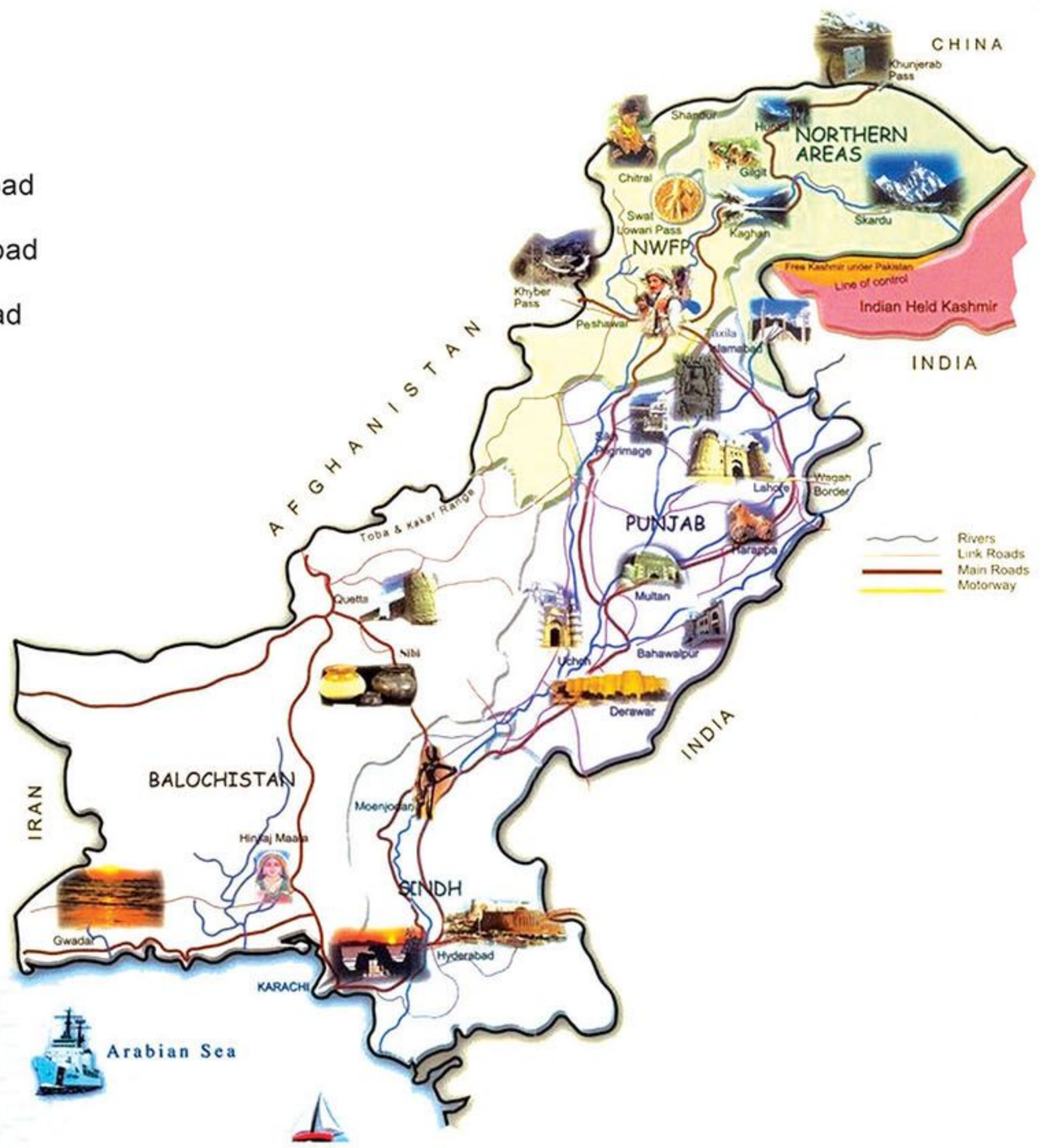
AirSial International	Hotel Shalimar, Karachi
Emirates Airlines	Hotel Ambassador, Islamabad
Gulf Air	Continental House, Islamabad
KLM Royal Dutch Airlines	Pearl Continental, Islamabad
British Airways	Serna Hotel, Karachi
United Airlines	Avari Towers, Karachi
Singapore Airlines	Pearl Continental, Lahore
Thai Air	Avari Hotel, Lahore
Lufthansa	Hotel Taj Palace, Sialkot
Emirates Airlines	Silver Spoon, Sialkot



TODAY

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GOD BLESS ALL

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