



# COMMERCIAL WARRANTY

HORSE DENTAL EQUIPMENT (HDE) offers practitioners an HDE Commercial Guarantee which applies to all new HDE-branded hand-held power equipment purchased by the practitioner.

## 1. DEFINITION

### a) Product Commercial Guarantee

HDE guarantees to the practitioner the breakage of his/her HDE-branded hand-held power equipment for a 12-month period following its date of purchase. This guarantee applies to:

- Broken parts (except "wear" parts - paragraph 3.b)
- Labor costs
- Transport costs

### b) After-Sales Service Commercial Guarantee

All repairs made by HDE on HDE hand-held power equipment are guaranteed 6 months. This guarantee covers:

- Broken parts replaced in the last 6 months (except "wear" parts - paragraph 2.b)
- Labor costs for the replacement of these parts
- Transport costs

### c) Free annual check-up

After the initial 12-month period of guarantee, HDE or HDE Official Technical Center offers one Free Annual Check-up to extend the life of your equipment. It includes the following:

- Complete test of the equipment
- Disassembly
- Control of bearings, gears, seals, transmission cables, diamond disc, electrical connections, springs
- Cleaning
- Greasing
- Reassembly

Labor costs are free of charge, transport costs are at the practitioner's expense. This free check-up is valid once a year (calendar year= Example: Purchased in June 2017, warranty applicable until June 2018). Further to this check-up, in case repairs are required, spare parts, repair labor and transportation costs are at the practitioner's expense. In which case, an estimate will be sent before any repair is performed.

## 2. IMPLEMENTATION

### a) Product registration

The product commercial guarantee, the after-sales service commercial guarantee and the annual check-up will only be implemented if HDE products are registered on HORSE DENTAL EQUIPMENT's website within 15 days following the purchase by the practitioner :

<http://www.horse-dental-equipment.us/guarantee-register-your-equipment/>

### b) Disclaimer

The commercial guarantee applies to all HDE hand-held power equipment except:

- A - Following wear parts:
  - Diamond coating (Flexxidisc, Polyfloat burrs, axle drills...)
  - Gears (Flexxidisc and Polyfloat)
- B - If the problem is caused by an accident
- C - If the damage is caused by the user
- D - If the user fails to comply with the instructions manual and/or HDE cleaning recommendations\*
- E - If the serial number of the product is removed or modified
- F - If the product is not disassembled in the HDE Official Technical Center or modified with non-HDE parts
- G - If the product was not registered on HDE's website within 15 days after its purchase by the practitioner

## 3. LOAN EQUIPMENT

Horse Dental Equipment offers you the possibility to have a free loan equipment for the scheduled maintenance of your equipment. For that you just have to contact Horse Dental Equipment 2 weeks before the maintenance of your product. The free loan equipment applies for the period from the date the material is received at the borrower's premises to one day after the reception of the customer set after the maintenance service.

<http://www.horse-dental-equipment.us/free-replacement-set/>

If you need loan equipment urgently (unscheduled maintenance) during the repair of your product, Horse Dental Equipment offers you the possibility to rent equipment for a special rate of \$200 per week in addition to the round trip transportation.

\* available on request at [contact@horse-dental-equipment.us](mailto:contact@horse-dental-equipment.us)