



HDE GUARANTEES

In addition of the Legal Warranty which covers any manufacturing defect, HORSE DENTAL EQUIPMENT (HDE) offers practitioners a Guarantee that applies to all new HDE-branded hand-held motorized equipment purchased by the practitioner.

1. DEFINITION

a) 1st year: Complementary Check-Up and Repairs

HDE provides to the practitioner, a guarantee against the breakage of his/her HDE-branded hand-held motorized equipment for a 12-month period following its date of purchase. This guarantee applies to broken parts (except for "wear" parts - paragraph 2.b) and labor costs.

b) 2nd year: Complementary Annual Check-Up

To extend the life of your equipment, HDE offers during 12 additional months a Free Check-Up which includes the following:

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

Check-up labor costs are free of charge, administrative & transport fees are at the practitioner's expense.

In the case that repairs are required, spare parts, repair labor costs, and administrative & transportation fees are at the practitioner's expense. In which case, an estimate will be sent for approval before any repairs are done.

After this period of 2 years following the purchase date, labor costs (for check-up and repairs), administrative & transportation fees are at the practitioner's expense.

c) After-Sales Service Guarantee

All repairs made by an HDE Official Tech Center on HDE hand-held motorized equipment are guaranteed for a period of 90 days. This guarantee covers broken parts replaced in the last 90 days (except "wear" parts - paragraph 2.b) and labor costs for the replacement of these parts. The 90-day repair warranty does not cover necessary parts/repairs needed as a result of misuse or abuse.

d) HDE Loan Equipment

Horse Dental Equipment offers you the opportunity to use loan equipment during the scheduled maintenance of your HDE motorized equipment. To request a loan equipment please visit our web site.

<http://www.horse-dental-equipment.us/wp-content/uploads/2019/01/AGREEMENT-FOR-LOAN-EQUIPMENT-V01.03.2019-filling.pdf>

The Loan Equipment will be sent within two business days after receiving the required pre-payment, based on availability. HDE makes no guarantee as to the availability of loan equipment at any given time, nor assumes any responsibility for the unavailability. Loan equipment is provided on a first come first serve basis.

Loan Fees are waived if the customer sends back the Loan Equipment within two days after receiving his/her repaired equipment back.

Transportation, Administrative, & cleaning fees are at the practitioner's expense.

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 HDE guarantee applies to all HDE hand-held motorized equipment except:

A - Following "wear" parts: Diamond coated parts / Gears / Watercooling nozzles (Flexdisc, 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

<http://www.horse-dental-equipment.us/customers/#cleaning-recommendations>

E - If the serial number of the product is removed or modified

F - If the product is not disassembled by the HDE Official Technical Center or is 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.

H - HDE guarantee applies only on motorized instruments and does not apply to motorized instruments that are not HDE-branded (such as Swissfloat or Pegasos) even if packaged or sold with HDE-branded products by HDE or its distributors.

Note: HDE shall have the right to modify modalities of the manufacturer's commercial guarantee at any time.

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