



# 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) 1<sup>st</sup> 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) 2<sup>nd</sup> 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 (Flexidisc, 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.*

#### HDE North America

New-York

NY, 10020

(970) 442-3601

[contact@horse-dental-equipment.us](mailto:contact@horse-dental-equipment.us)

#### US Technical Center

11492 County Rd 64 - 3/4

Greeley, CO 80631

(970) 442-3601

[contact@horse-dental-equipment.us](mailto:contact@horse-dental-equipment.us)