



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 provides to the practitioner, a guarantee against the breakage of his/her HDE-branded hand-held power equipment for a 12-month period following its date of purchase. This guarantee is in place to protect the purchaser/user against defects in materials and workmanship only. This guarantee applies to broken parts (except for “wear” parts - paragraph 2.b) and labor costs.

b) After-Sales Service Commercial Guarantee

All repairs made by an HDE Official Tech Center on HDE hand-held power 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.

c) Complementary Annual check-up

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

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

Labor for the checkup is free of charge. Labor for any necessary repairs + the administrative fees + shipping /transportation costs are at the practitioner’s expense. This check-up is valid once per calendar year.

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 coated parts / Gears / Watercooling nozzles (Flexxidisc, 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.

3. LOAN EQUIPMENT

Horse Dental Equipment offers you the opportunity to use loan equipment during the scheduled maintenance of your 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-filing.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. Shipping/transportation & Administrative fees & cleaning costs are at the practitioner’s expense.