

# HDE commercial guarantee

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## 1. SCOPE

In addition to the Legal Guarantee, HORSE DENTAL EQUIPMENT (HDE) offers practitioners an HDE Commercial Guarantee which applies to all new HDE-branded motorized equipment purchased by the practitioner from HDE or one of its official distributors, from 1<sup>st</sup> May, 2024 and which replace our previous conditions.

## 2. 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 motorized equipment for a 12-month period following its date of purchase. This guarantee applies to broken parts, labor costs and transportation 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,
- Disassembling,
- Inspection of bearings, gears, seals, transmission cables, diamond disc, electrical connections, springs,
- Cleaning,
- Greasing,
- Reassembling,

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 Commercial Guarantee

All repairs made by HDE on HDE-branded motorized equipment are guaranteed 3 months.

This guarantee covers:

- Broken parts replaced in the last 3 months
- Labour costs for the replacement of these parts
- Transport costs.

### d) HDE Loan Equipment

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

<https://www.horse-dental-equipment.us/services/free-loan-equipment/>

The Loan Equipment will be sent within two business days after receiving the loan equipment contract completed and signed, 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.

## 3. IMPLEMENTATION

### a) Product registration

The product commercial guarantee will only be implemented if HDE products are registered on HDE's website within 15 days following the purchase by the practitioner from HDE or one of its official distributors.

<https://www.horse-dental-equipment.us/services/warranty-register-equipment/>

### b) Disclaimer

The commercial guarantee applies to all HDE-branded motorized equipment except:

A – If the problem is caused by an accident

B – If the damage is caused by the user

C – If the user fails to comply with the instructions manual and/or HDE cleaning recommendations

<https://www.horse-dental-equipment.us/wp-content/uploads/2024/03/20200702General-Cleaning-Recommendations-USA.pdf>

D – If the serial number of the product is removed or modified

E – If the product is not disassembled in an Official HDE Technical Center or modified with non-HDE genuine parts

F – If the product was not registered on HDE's website within 15 days after its purchase by the practitioner

G – Please note that for the Pegasos and Swissfloat ranges, only the Legal Warranty applies, the Commercial Guarantee is excluded.