

# Equipment Warranty

DENTALEZ and its employees are proud of the products we provide to the dental community. We stand behind these products with a warranty against defects in material and workmanship as provided below.

In the event that you experience difficulty with the application or operation of any of our products, please contact our technical service department at our expense at (800)423-3555.

If we cannot resolve the issue by telephone, we will arrange for a representative to contact you or suggest that the product be repaired by a dealer service technician.

If product return is required, we will provide you with a Return Authorization number and shipping instructions to return the product to the proper facility. If the product is under warranty we will ask you to provide proof of purchase such as a copy of your invoice. Please be sure to include the Return Authorization number on the package you are returning. It is the responsibility of the purchaser/end user to immediately cease using the product upon discovery that the product is not in proper working order and to dispose of any defective product that is not returned to DENTALEZ.

Freight costs for product returns are the responsibility of the customer. Products under warranty will be repaired or replaced, at our sole discretion, and returned at our expense. We are not responsible for shipping damages. We will, however, help you file a claim with the freight carrier.

DENTALEZ warrants all equipment and parts to be free of defects in material and workmanship, under normal usage, under the following terms:

## Forest

## Limited Warranty Period\*

Patient chairs / Provider stools	5 years from date of installation
Chair / Stool upholstery	2 years from date of installation
Delivery systems	5 years from date of installation
7000 series delivery system chassis	20 years from date of installation
Handpiece illumination systems	6 months from date of installation
Power suppliers, Syringe buttons, HVE and SE valves	1 year from date of installation
Water bottles, gas springs, and handpiece tubing	2 years from date of installation
Air and Water tubing connectors (T's), Distribution block, Master control block, Flow valves	20 years from date of installation
Operatory lights	5 years from date of installation

## Please note the following additional terms of our warranty and return policy:

- This warranty covers manufacturing defects only and does not cover defects resulting from abuse, accidents, misuse, improper handling, cleaning, care or maintenance. Damage, including, without limitation, discoloration of upholstery, resulting from contact, such as dye transfer, from garments worn by dental staff/team, the use of chemicals, cleaners, disinfectants or sterilization is not covered under this warranty nor is normal wear and tear. Failure to follow or observe our operating/use, maintenance and/or installation instructions voids this warranty as does the use of non-authorized parts and repairs made by an unauthorized repair facility.
- **Liability is limited to repair or replacement of the defective part(s) or products at our sole discretion. All other liabilities, in particular liability for damages, including, without limitation, special, exemplary, consequential or incidental damages are excluded.**
- THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. NO EMPLOYEE, REPRESENTATIVE OR DEALER IS AUTHORIZED TO CHANGE THIS WARRANTY IN ANY WAY OR TO GRANT ANY OTHER WARRANTY.

## CANCELLATION POLICY:

Standard orders: Written cancellation request required within 3 days of order entry date, otherwise a 25% restock fee will be charged. Expedited ship date requests are non-cancellable.

## CUSTOM ORDERS:

- Custom configurations are those that deviate from Forest's published product offering; these orders are non-cancellable and non-returnable.
- May be subject to an additional "Deviation" charge and/or a non-refundable engineering charge.
- Custom powder coat, custom plastic surface treatments and/or custom treatments such as multiple color combinations or custom colors may result in an upcharge of 10-15% per model and are non-cancellable and non-returnable.

## WARRANTY REPLACEMENTS:

Parts replaced on a product that is in warranty will be warranted for the duration of that product's original warranty

## PRODUCT RETURN:

Opened products or product returns more than a year old cannot be returned for credit. There will be a 25% (\$25.00 minimum) restocking charge on all items authorized for return.

Ultraleather is a registered trademark of Ultrafabrics, Inc., Formica is a registered trademark of The Diller Corporation, Corian is a registered trademark of DuPont, Wilsonart is a registered trademark of Wilsonart LLC., Meganite is a registered trademark of Lai, James, Naugahyde is a registered trademark of United States Rubber Products, Inc., and Active tilt is a registered trademark of Crown Seating. Designer Friendly is a registered trademark of DTE Oregon, Inc.