
HDE COMMERCIAL GUARANTEE

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 hand-held power equipment purchased by the practitioner from HDE or one of its official distributors*, from June 1st, 2016.

2. DEFINITION

a) **Product Commercial Guarantee**

HDE guarantees to the practitioner the breakage of his/her HDE-branded hand-held power equipment for a 12-month period following its date of purchase from HDE or one of its official distributors*. This guarantee applies to:

- ⇒ Broken parts (except “wear” parts - paragraph 3.b)
- ⇒ Labour costs
- ⇒ Transport costs.

b) **After-Sales Service Commercial Guarantee**

All repairs made by HDE on HDE hand-held power equipment are guaranteed 6 months. This guarantee covers:

- ⇒ Broken repaired parts replaced in the last 6 months (except “wear” parts - paragraph 3.b)
- ⇒ Labour costs for the replacement of these parts
- ⇒ Transport costs.

c) **Free annual check-up**

After the initial 12-month period of guarantee, HDE or Official Technical Centers* offer one Free Annual Check-up to extend the life of your equipment. It includes the following:

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

Labour costs are free of charge, transport costs are at the practitioner’s expense.

This free check-up is valid once a year (calendar year).

Further to this check-up, in case repairs are required, spare parts, repair labour and transportation costs are at the practitioner’s expense. In which case, an estimate will be sent for approval before any repair is done.

3. 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 HDE’s website within 15 days following the purchase by the practitioner from HDE or one of its official distributors*.

b) **Disclaimer**

The commercial guarantee applies to all HDE hand-held power equipment except:

A - Following wear parts:

- Diamond coating (Flexxdisc, Polyfloat burrs, axle drills...)
- Gears (Flexxdisc and 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*

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

F - If the product is not disassembled in an Official HDE Technical Center* or 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

*Available by mail on request at horse@horse-dental-equipment.com