

QUALITY WARRANTY

Medentra® is amongst the very few brands of the world which is delivering high quality products effectively compatible with economical constraints, we believe quality is nothing if it is not affordable. The philosophy behind it carries with the aim to deliver our products into every corner of the world through a wide range of selection, a transparent and organized buying mechanism, and highly supportive, efficient and excellent service.

Our reusable stainless steel instruments warranty is classified into two categories:

- 1- *EconoSeries*
- 2- *PremiumSeries*

Instruments of both series are supplied with warranty cards packed with each product individually.

EconoSeries Warranty

All reusable *EconoSeries* dental instruments supplied by **Medentra®** are carefully inspected and checked before getting supplied ahead, and come with 3 year extensive warranty from the date of delivery by us. In the unlikely event if any product supplied by us found out with technical fault (bend, crack, corrode, deform or fail to perform the intended purpose) we will ensure to rectify it within the scope of our warranty policy below.

- 1- This warranty applies only if the product is turned out to be useless or the usability is adversely affected as a result of structure, design, workmanship or material flaw that existed at the time of supply to the customer. This warranty shall not apply if the adverse effect on the usability of product is resulted/caused by natural wear & tear, improper/incorrect handling and usage of the product and any external effects.
- 2- Once a justified claim is made on the basis of this declaration we will arrange the rectification of the faulty product by repairing or replacing it on our sole discretion. All transportation from customer's premises to our warehouse(s) would be incurred by the customer.
- 3- This warranty declaration is for Medentra instruments only and valid only for those claims received and authorized by us within the period of 3 years as specified above. This warranty declaration would not be applicable for the products that have been used beyond or exceeded the warranty period.
- 4- The customer must notify us, as soon as he finds a defect, in writing within 7 working days by stating the detailed description of defect/fault in the product, invoice number and the date of purchase in order to get RMA (Return Material Authorization) number. Failure to inform us within 7 working days may void the warranty.
- 5- British laws will apply exclusively to this warranty declaration, claims, obligations and rights resulting from this in case of any arbitration. Unreasonable

Its highly recommended by Medentra to keep a good level of maintenance for instruments e.g. proper care & cleaning and lubrication etc in order to enjoy a smooth and long lasting precision experience with Medentra instruments.



8 Northumberland Street, Newcastle upon Tyne NE1 7PF
T (0845) 548 9850 F (0844) 443 9840 W www.medentra-uk.com

PremiumSeries Warranty

All reusable *PremiumSeries* dental instruments supplied by **Medentra**[®] are carefully inspected and checked before getting supplied ahead and covered by a **LIFETIME WARRANTY**. In the unlikely event if any of our reusable instruments bend, crack, corrode, deform or fail to perform the intended purpose we will replace/repair it free of cost. No proof of shipping and purchase is required as our brand **Medentra**[®] and *PremiumSeries* printing on the products is enough to act as a proof of guarantee.

LIFETIME WARRANTY applies on **Medentra**[®] reusable instruments only. This warranty does not apply if the adverse effect (bend, crack, corrode, deform or fail to perform the intended purpose) is resulted/caused by natural wear & tear, incorrect/improper handling and usage of the product or any external effects.

LIFETIME WARRANTY means?

Lifetime is meant to be the ordinary expected life of the product under normal use or the time that instrument can no longer function – the lifetime warranty does not include fair wear and tear.

Its highly recommended by Medentra to keep a good level of maintenance for instruments e.g. proper care & cleaning and lubrication etc in order to enjoy a smooth and long lasting precision experience with Medentra instruments.

