

TERMS LIMITATION OF THE WARRANTY POLICY AND CLAIM NOTIFICATION IN RESPECT OF THE WARRANTY

UNDERTAKING OF WARRANTY

DENTALFARM Srl (hereinafter called “Dentalfarm”) undertakes the warranty exclusively for the machines of its manufacturing, provided that:

1. they have been purchased through an authorized and appointed Dentalfarm dealer.
2. they have been connected and put into operation by the skilled Technical Service of an authorized and appointed Dentalfarm dealer.
3. they continue to be the property of the original purchaser. Any transfer of the equipment to a third party will automatically void the warranty.

EXTENT OF THE WARRANTY

1. DENTALFARM will rectify all faults of defective components assembled on the units of its manufacturing.
2. Warranty is limited to the unit free repair or replacement of defective parts which then become the property of Dentalfarm. Any other claims relating to modification, replacement of the machine or reimbursement of costs in case the machine has been repaired by a third party without written authorization of the manufacturer as well as any claim for damages, exceeding the replacement of defective parts, are fully excluded.
3. Decisions concerning the legitimacy of the warranty and determining the repair action of defects to be eliminated in compliance with the warranty rights, are entirely at the discretion Dentalfarm. Furthermore, it is up to the manufacturer to decide whether the repair of the machine is strictly necessary. For any repair to be performed by Dentalfarm Service Center, the machine will have to be sent at buyer’s risks and costs.
4. Warranty can not be extended in case of defects caused by:
 - a. incorrect installation of the equipment, for instance due to non-compliance with accident prevention regulations or with the instructions specified by the manufacturer for the assembly and installation of the machines;
 - b. incorrect running or improper use, as for instance the use of unsuitable instruments or accessories or operation of the machine differing from the use expressly described in the User Manual;
 - c. insufficient maintenance;
 - d. ordinary deterioration of pieces subject to natural wear out, as for instance nozzles, gloves, screens, glasses not properly protected, abrasive discs, mixing bowls, ball bearings, etc...;
 - e. external causes, as for instance damage during transport, deterioration of external coating or of any glass parts due to rough handling, damage caused by atmospheric agents or other natural phenomena;
 - f. repairs and modifications carried out by third parties without written authorization by Dentalfarm;
 - g. electrical and electronical components damaged by tension peaks are also excluded.

TERMS OF WARRANTY AND DECLARATION OF DAMAGES

1. The warranty is granted for 12 (twelve) months commencing on the day of delivery of the machine. This date has to be always certified by the official delivery document (delivery note and invoice). Lacking these documents, the delivery date printed on the shipping document issued on date of delivery of goods from our warehouse will be valid under every respect. The warranty will be valid only upon the condition that serial number has been duly noted on the official sale documents (delivery note and invoice).
2. Any claims falling within the above-stated warranty conditions must be immediately notified to the authorized Dealer or after-sale centre as soon as the defect is found out. At same time, the warranty coupon along with copy of official purchase document must be exhibited.