



Service/Complaint Handling Policy:

Products purchased and are under warranty* may be returned for service or replacement by following these steps:

1. Contact DentLight's Service at 1-800-763-6901 or service@dentlight.com to obtain a RMA number.
2. Fill out RMA form in its entirety and place the form in the box with the item(s) being returned.
3. Return authorized item(s) per shipping instructions below.
4. Our Service Department will process your request. Typical turnaround time for service is 7 business days.
5. A \$25 diagnostic fee will be charged but will be waived for items under warranty as long as the warranty has not been voided.
6. Shipping and handling to and from our Service Department is the responsibility of the shipper.
7. Our Service Department will send an estimate via email and this estimate will need to be approved and paid for before item(s) will be serviced and sent back.

RETURN MATERIAL AUTHORIZATION (RMA) FORM

Company: _____ Contact Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Country: _____

Email Address: _____

Phone: _____ Fax: _____

RMA No: _____ Date Issued: _____

RMA number needs to be obtained from DentLight's Customer Service.

Shipments received by DentLight without a RMA # will be refused.

QTY	Part Number	Reason for Return	Serial Number (SN)	Order Date

Signature _____ Date _____

RMA forms can be obtained on our website: www.dentlight.com/contact-us/returns-service. RMA number can be obtained by calling Customer Service at 1-800-763-6901 ext. 703 or email service@dentlight.com.

Return for Credit Policy:

1. All Items must be returned in original packaging with all accessories, no cosmetic damage and a copy of the original invoice. Physical damage, including liquid and drop damage, is not covered by the manufacturer's warranty or return policy.
2. If at any time during the 15-day after you received the product you are not happy with your purchase, we will provide a complete refund (less the original shipping, \$40 restocking fee per item and merchant fees if apply). Custom prescriptions and TTL loupes made for the buyer are nonrefundable.
3. Items are nonrefundable after the 15-day window.
4. Shipping and handling to DentLight is the responsibility of the shipper.
5. Returned product will be credited to the buyer's account, less a minimum restocking fee, if applicable. Original shipping costs are not creditable or refundable. Generally, no cash refunds will be given on returned product; however, exceptions may be made for defective product or errors on the part of DentLight, Inc.

Sample Address Label with RMA number

John Smith RMA#: 123456
 XYZ Corp.
 123 Main St.

DentLight Inc.
 ATTN: Service Dept.
 1825 Summit Ave.
 Suite 210
 Plano, TX 75074