

Vacalon Company Inc/ Schick Dental USA Customer Repair Request

Date: _____

Billing Information

Company Name: _____

Contact Name: _____

Address 1: _____

Address 2: _____

City, State, Zip: _____

Phone #: _____

Fax #: _____

E-Mail: _____

Shipping Information

Same As Billing

Address 1: _____

Address 2: _____

City, State, Zip: _____

Please provide as much information as possible.

Model: _____

Serial # 1: _____ (ex. handpiece)

Serial # 2: _____ (ex. control box)

Year Purchased: _____

Has the unit been repaired before? Yes No

If yes, where was it repaired? _____

Problems you are experiencing (Please be as detailed as possible)

Would you like an estimate? Written Verbal No

If yes, please tell us how you would like to receive the estimate:

_____ (E-mail or fax is the quickest method)

For faster service you can have your repair completed without an estimate if the cost is under an amount you pre-approve.

Would you like to pre-approve the repair? Yes No

If yes, up to what amount are we approved to complete the repair? _____

What shipping method would you like your equipment returned by?

UPS Ground UPS 2nd Day Air UPS Next Day Air

Unless otherwise notified a \$30 repair estimate fee will be charged for all non-warranty equipment received for service, even in the case of no repair work being completed. This fee will be completely credited toward the total repair fee if the repair is authorized.

Please check the box below if you agree to these terms as well as the other attached terms. If the box is not checked your repair will be held until you can be contacted.

I understand and accept these terms.

Credit Card Authorization

Card Type: Visa MC Amex Discover

Card Number: _____ Exp. Date: _____

Name on card (Print): _____

Signature: _____

Please package all equipment securely before shipping. Do not leave any loose parts in the box and make sure to provide adequate cushioning. Include this form with any equipment shipped for repair.

Ship Repairs Freight Prepaid and Insured To:

Vacalon
Attn: Repair Dept.
12960 Stonecreek Dr, Ste C
Pickerington, OH 43147
800-729-8192
866-270-0796 fax

TERMS & CONDITIONS FOR REPAIR OF EQUIPMENT



GENERAL

If beyond the product's warranty period, Schick Dental USA/ Vacalon Company Inc will charge a reasonable fee to repair your Schick products. When the product is covered by warranty Schick Dental USA/ Vacalon Company Inc will perform the repairs under the terms of the warranty or replace the item. In all cases a copy of the original invoice must be presented to claim warranty repairs. Schick Dental USA/ Vacalon Company Inc reserves the right to refuse the repair of any equipment.

QUOTATION

Schick Dental USA/ Vacalon Company Inc will provide a written quotation for the services to be performed for your repair. This quote is valid for 30 days from the time it is issued. Due to the time needed to properly inspect handpiece devices there is a quotation fee of \$30 for all repairs. This fee will be reimbursed if you proceed with the repairs. If you do not accept the quotation, your equipment will be returned to you by UPS and you will be charged for any shipping charges incurred as well as the quotation fee. These charges must be paid before your equipment is returned to you.

In the case of non-warranty repairs where a revised estimate is needed, Schick Dental USA/ Vacalon Company Inc may seek your approval of a revised estimate. If you do not agree that Schick Dental USA/ Vacalon Company Inc may revise the charges, Schick Dental USA/ Vacalon Company Inc will return your product.

TURNAROUND

Turnaround time will depend on the extent of your repair. Under normal conditions all repairs will be made within 7 days of approval of quotation. However, in some cases it may take longer if extensive repairs are needed or if special parts must be manufactured or ordered. Loaners are available on a first come, first serve basis and require a deposit of 100% of their value.

SHIPPING

Customers are responsible for all shipping and insurance charges. Please pack your handpiece carefully to avoid shipping damages. Schick Dental USA/ Vacalon Company Inc does not assume responsibility for damaged or lost packages for shipments not made by the company.

REPAIR WARRANTY

If your repairs are performed outside of warranty, Schick Dental USA/ Vacalon Company Inc warrants (1) that the repairs will be performed in a competent and workmanlike manner and (2) that all parts used to repair your product will be free from defects in materials and workmanship for a period of 180 days, unless otherwise specified by Schick Dental USA/ Vacalon Company Inc. The warranty on parts is an expressed limited warranty. If a defect exists in a replacement part during the part's warranty period, at its option, Schick Dental USA/ Vacalon Company Inc will (1) repair the part, (2) replace the part, or (3) refund the original repair/replacement charges made by Schick Dental USA/ Vacalon Company Inc. All warranties are void if tampering or disassembly of the repaired equipment has occurred or if the damages are due to abuse or misuse.

This warranty and remedy are exclusive and in lieu of all other warranties, remedies and conditions, whether oral or written, express or implied, with respect to the repair parts. Schick Dental USA/ Vacalon Company Inc specifically disclaims any and all implied warranties with respect to such parts, including, without limitation, warranties of merchantability and fitness for a particular purpose. If Schick Dental USA/ Vacalon Company Inc cannot lawfully disclaim implied warranties under this limited warranty, all such warranties, including warranties of merchantability and fitness for a particular purpose, are limited in duration to the duration of the express limited warranty.

If any product should be damaged or lost while in Schick Dental USA/ Vacalon Company Inc custody, Schick Dental USA/ Vacalon Company Inc liability will be limited to the cost of repair or replacement of the affected product. Subject to the previous sentence, Schick Dental USA/ Vacalon Company Inc entire liability for your damages from any cause whatsoever with respect to the repair of your product, whether due to Schick Dental USA/ Vacalon Company Inc negligence or to any other reason, is limited to the amounts that you pay for repair services. Schick Dental USA/ Vacalon Company Inc has no liability whatsoever for indirect, special, exemplary, or consequential damages, such as lost profits or revenue. Your only remedy under this repair agreement is to seek recovery of damages against Schick Dental USA/ Vacalon Company Inc in an amount not to exceed what you have paid for repair services.

PAYMENT

Payment is due upon successful repair of equipment, which will be shipped back to the customer once we receive the full due amount. We accept Visa, MasterCard, American Express and Discover. We also accept checks in advance of shipment. All payments and shipments should be sent to or made payable to:

Vacalon Company Inc
12960 Stonecreek Dr, Ste C
Pickerington, OH 43147
614-577-1945

If you have not claimed your product and paid all charges within 60 days after being notified by Schick Dental USA/ Vacalon Company Inc that your product has been repaired, Schick Dental USA/ Vacalon Company Inc will consider your product abandoned. Schick Dental USA/ Vacalon Company Inc will provide such notice to you at the mailing address you furnished when authorizing the repairs. Schick Dental USA/ Vacalon Company Inc may dispose of your product in accordance with applicable provisions of law, and, specifically, may sell your product at a private or public sale without liability to you. Schick Dental USA/ Vacalon Company Inc reserves its statutory and any other lawful liens for unpaid charges.

ORDERING

When calling or writing to us for repair, please be sure to include the serial number of your handpiece and control unit. Also, whenever possible please include a copy of your original invoice. A copy of your original invoice must be presented when claiming warranty repair.

VACALON

12960 Stonecreek Dr Ste C Pickerington Oh 43147 | (800) 729.8192 | (614) 577.1945 TEL | (614) 759.4999 FAX | VACALON.COM | Rep TC 0507