

Terms and Conditions of Warranty

1. In accordance with the provisions set out below, Mihm-Vogt shall assume the warranty for the fault-free condition of the dental devices produced in line with the generally approved practices of engineering, regardless of the type of device in question, for a period of twelve months from the delivery of the device by the specialist trader to the final customer; however, the warranty period shall begin a maximum of six months following delivery of the dental device to the specialist trader.
2. In warranty cases, the dental device shall be repaired by a Mihm-Vogt specialist trader, free of charge. Mihm-Vogt assumes a further warranty for an additional twelve months for any parts installed during the repair process (this does not apply for accessories or wear parts). Replaced parts shall belong to Mihm-Vogt.
3. Warranty claims shall be reported to a Mihm-Vogt specialist trader alongside presentation of a sales receipt so that the repair work can be carried out.
4. Natural wear and tear is excluded from the warranty. This applies in particular to wear parts such as heating elements, circulation fans, thermal elements, ceramic components and insulating components.
5. Warranty claims cannot be asserted if the cause of a fault is linked to circumstances where
 - a) External mechanical or chemical factors have affected the device
 - b) The device has been incorrectly handled or has been overloaded
 - c) The device was previously repaired, serviced or maintained by a third party who is not a Mihm-Vogt specialist trader and the customer has acknowledged this fact
 - d) Parts have been installed in the device that have not been approved by Mihm-Vogt or the device has been modified in a manner that has not been approved by Mihm-Vogt
 - e) Requirements from Mihm-Vogt regarding the treatment, servicing and maintenance of the device (e.g. in the operating manual) have not been complied with, particularly if the checks specified in the service schedule have not been carried out
 - f) The customer failed to report a fault that was visible upon delivery immediately following delivery or a fault that did not become visible until later without delay upon its detection and failed to have such faults rectified in accordance with Item 3.
6. Regardless of whether they are issued in spoken form, written form or during practical instruction, recommendations regarding application are based on experience of and tests by Mihm-Vogt and can therefore only be considered as guidance. Mihm-Vogt products are developed and enhanced on an ongoing basis. Mihm-Vogt therefore reserves the right to modify the design and construction.
7. All warranty claims expire at the end of the warranty period set out in Item 1. For any faults reported within the warranty period but not rectified by the end of the warranty period, warranty claims shall expire upon rectification of the fault. In such cases, warranty claims shall expire a maximum of two months following the final rework or following declaration by a Mihm-Vogt specialist trader that the fault has been rectified or the device is free of faults.
8. The statutory warranty claims of the customer against the specialist trader shall not be affected by this guarantee.

MIHM-VOGT GmbH & Co. KG (August, 2015)