

Guarantee Terms of the Manufacturer

1. In accordance with the provisions set out below, we, MIHM-VOGT, shall assume the guarantee for the fault-free operation of the dental devices produced according to 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 at the latest six months following delivery of the dental device to the specialist trader.
2. Any defects for which we are liable occurring during this period shall be rectified free of charge either by repairing the defects at our premises or by having them repaired by one of our authorized service partners or by supplying replacement parts, which shall be at our own discretion. We assume a further warranty for an additional twelve months for any parts installed during the repair process (accessories or fair wear and tear excepted).
Replaced parts shall become the property of MIHM-VOGT.
3. Claims under the guarantee shall be reported to a MIHM-VOGT specialist trader with a presentation of a sales invoice.
4. Fair wear and tear parts are excepted from the warranty. This applies in particular to parts such as heating elements, circulation fans, thermal elements, ceramic components and insulating components.
5. Claims under the guarantee are excluded if the defect is linked to circumstances where
 - a) external mechanical or chemical factors have affected the device, or
 - b) the device has been incorrectly handled or has been overloaded, or
 - c) the device was previously repaired, serviced or maintained by a third party who is not a MIHM-VOGT specialist trader and the end user should have been aware of this fact, or
 - d) parts have been installed in the device that have not been approved by us, or the device has been modified in a manner that has not been approved by us, or
 - e) requirements by MIHM-VOGT regarding the handling, servicing and maintenance of the device (as stated, for example, in the operating manual) have not been complied with, or
 - f) the end user has failed to report an obvious defect immediately following delivery, or a defect that only became obvious at a later stage was not reported immediately upon its detection for rectification in accordance with point 3 above.
6. Regardless of whether they are issued in spoken form, in writing or during practical instructions, technical recommendations are based on our experience and practical tests and can, therefore, only be considered as a guidance. Our products are developed and improved on an ongoing basis. We therefore reserve the right to modify the design and construction of the devices.
7. All warranty claims are time barred at the end of the warranty period set out in point 1. For any defects reported within the warranty period but not rectified by its end, the warranty period shall expire upon rectification of the defect. In such cases, the warranty period shall expire after a maximum of two months following the final repair, or following a declaration by a MIHM-VOGT specialist trader that the defect has been rectified or the device is free of faults.
8. The statutory warranty claims of the end user against the specialist trader shall not be affected by this guarantee.