

Terms of Service of MEDIF LLP.

1. The condition for the warranty acceptance of the goods for the service is delivery of the complete device in its original packaging. Otherwise, the Service Center will charge the Buyer with the equivalent of missing or damaged elements and the costs of their replacement or may refuse to accept such goods for repair.
2. A warranty card with a proof of purchase should be attached to the serviced product.
3. The warranty card is invalid in the lack of the seller's signature, company stamp or date.
4. In case of loss of the warranty card, breaking or damaging the warranty seals and serial numbers, the rights resulting from the warranty are forfeited. In the event of the above-mentioned situations, the customer may use the paid post-warranty service.
5. X-ray devices, lasers and MEDIFUGE CGF should be periodically inspected at least once a year. This allows to extend the life of the equipment and catch faults that may cause incorrect operation or even damage to the equipment. With X-ray devices, periodic calibration is also recommended which allows CBCT and panoramic images to be taken with constant, highest quality. The costs of calibration and inspections are made by the customer.
6. Failure to perform the technical review may result in the loss of warranty, if the defect results from the lack of periodic calibration (manufacturer's recommendations).
7. The repair of the goods reported in the complaint procedure is 14 working days.
8. In case of a repair with a particular degree of difficulty or requiring parts, it will be imported from abroad. The repair period may be up to 30 working days.
9. The condition for accepting the equipment for the service is a correctly completed complaint form.
10. The service reserves the right to charge the customer with the costs of the expertise and transport costs, when the equipment works properly or the damage is not covered by the warranty.
11. If the equipment is unclaimed for more than six months from the date of collection, the equipment is forfeited to cover the cost of repair.
12. The company is not responsible for damages and losses resulting from the inability to use the equipment under repair and is not responsible for the data left by the customer on the data storage media.

13. Calibrations of the device during the warranty period are not covered by the guarantee and the calibration costs are made by the customer.
14. The response time to the customer's request is up to 4 working hours.
15. The service is open from Monday to Friday from 9:00 am to 5:00 pm.
16. Contact and telephone diagnostics are carried out by the Service Engineer
17. The cost of the repair is transferred to the customer before the repair, the service takes up repair activities only after approval of costs.
18. In the case of repairs of devices after the warranty, the cost is agreed individually with the customer before starting the repairs.
19. The service determines the method and scope of repairs individually in each case.
20. All replaced parts are covered by a 6-month warranty.
21. Mechanical damage is not covered by the warranty.

