

Warranty Policy

Thank you for your purchase of AG Neovo Dental products. AG Neovo Dental guarantees their handpiece; related accessory and portable dental unit when originally purchased from an AG Neovo Dental dealer in new and unused condition.

What the warranty covers:

1. AG Neovo Dental warrants its products to be free from defects in material and workmanship under normal operating conditions.
2. Warranty period may differ regionally; please kindly check with your point of purchase.
3. All warranty claims must include valid invoice.
4. This warranty does not apply to damage or failure due to: abuse, misuse, neglect accidental damage.

Service process and Levels:

1. Please contact our repair center in your area.
2. AG Neovo Dental will provide repair & return service.
3. With a standard turn around time of 2 business days on products repairs, shipping day excluded.
4. To submit the request electronically or fill out the Customer Service Form to AG Neovo Dental

Customer Service

AG Neovo values the relationships that we have with all of our customers, both individual and corporate. We constantly strive to provide the highest level of customer support that is expected of an industry leader. Should questions or comments arise, please feel free to contact us. We always welcome your feedback.

Feedback & Comments

Name

Telephone

E-mail

Country

When did you purchase the product Month Day Year

Product

Serial No.

(The serial number can be found in two different locations.)

Verification

What the warranty does Not cover:

Damage, deterioration or malfunction resulting from:

- a. Accident, abuse, misuse, neglect, fire, water/liquids, lightning, or other acts of nature, unauthorised product modification, or failure to follow instructions supplied with the products.
- b. Repair or attempted repair by anyone not authorised by AG Neovo Dental.
- c. Any damage of the products due to shipment.

- d. Removal or installation of the products.
- e. Use of supplies or parts not meeting the specifications of AG Neovo Dental.
- f. Normal wear and tear.
- g. Any other cause, which does not relate to a product defect.

Service contact information

For information on obtaining warranty service, call your AG Neovo Dental dealer or Customer Support hotline.

Toll free number: 866-333-3686

Hours of operation: 8:30am to 5:30pm

Pacific Standard Time

North and South America

Customer Service Department

service.us@agneovo.com

AG Neovo Dental has the right to revise the warranty policy.